

| Title of assignment for mentoring | How to improve communication in the workplace |
|--|---|
| Development Area: | The development area centres on creating an effectively communicating team consisting of people who efficiently cooperate and share knowledge. Good communication skills are reflected in harmonious relationships among co-workers, cooperativeness, accuracy, and improved work performances. |
| The Practical Assignment brief: | The assignment is focused on promotion of significant interactions in the workplace; strategies for an effective transmission and reception of information are provided; verbal and nonverbal communication activities are proposed. |
| The Practical Assignment should allow to develop and apply skills in: | <ul style="list-style-type: none"> ● Active listening and empathy ● Teamwork skills ● Giving and receiving feedback ● Mediation ● Nonverbal communication ● Clarity ● Tolerance |
| The Practical Assignment should allow to further develop and apply knowledge of: | <ul style="list-style-type: none"> ● Verbal, nonverbal, and written communication techniques ● Mediation and conflict management ● Team dynamics and collaboration ● Leadership styles ● Intergenerational understanding ● Informal internal communication |
| Task description: | <p>Option A for 4 participants</p> <p>Participants work in groups of four. The assignment takes place in 4 steps:</p> <ol style="list-style-type: none"> 1. Two participants start talking about the (inner) communication of their organisation for about 15 minutes through concrete examples while the other two take notes on the conversation taking place 2. Participants exchange roles 3. The four participants share their remarks and together identify best practices and areas of improvement. They also share knowledge about key communication skills and activities to improve them 4. During the second session of the assignment, participants exchange pairs and repeat steps 1, 2 and 3 in the light of the conclusions reached and the knowledge acquired during the previous session <p>Option B for 2 participants</p> <p>The assignment takes place in 4 steps:</p> <ol style="list-style-type: none"> 1. Finding a good example: The participants start talking about the (inner) communication of their organisation for about 10-15 minutes through concrete examples, they search for a good example they have experienced, noting their roles and feelings of the situation. |

| | |
|-----------------------|--|
| | <ol style="list-style-type: none"> 2. Finding a bad example: The participants start talking about the (inner) communication of their organisation for about 10-15 minutes through concrete examples, they search for a bad example they have experienced, noting their roles and feelings of the situation. 3. They analyse both situations and share their remarks, and together identify areas of improvement (for themselves or for the organisation as a whole). They also share knowledge about key communication skills and activities to improve them. 4. They both summarise the key elements and findings of the assignment for themselves as an individual. (Optionally they could finish these sentences: “For me the most important feedback is that...”, In my future communication I will try to....”, “Our organisation should focus more on.....in its communication.”, “I feel better in communication situations if”,) |
| Materials to be used: | Notebook/papers to take notes |
| Recommended timeline: | 2 sessions of 1 hour each |
| Keywords: | Communication, listening, empathy |