

Essential Skills for Professional Communication

Whether in business, industry or academia, most scientists work to a greater or lesser extent in a team. Already during their studies, most doctoral students are involved in team projects, workgroups and other collaborative activities. Working effectively with others requires a variety of communication skills for various situations. You need to be able to express yourself, build rapport, resolve conflicts and be able to come to agreement with people from diverse backgrounds who have different communication styles, different preferences for how to work together, and different ideas on how to carry out tasks.

Failure to communicate clearly and effectively within a team can cause misunderstandings, ruined experiments, personal conflicts and damaged relationships, all of which can lead to a toxic working atmosphere and poor work results. Conflicts can also arise even in a team that works well together and communicates effectively most of the time. Being able to recognize and resolve conflicts can make a strong team even stronger and keep a struggling team from falling apart. Even people who are normally calm and objective at work can feel a range of emotions (frustration, anger, disappointment, etc.) when things don't go well. When you or others on the team get emotional, it is especially important to have methods to address the issues before they escalate.

In this interactive workshop, you will practice the communication skills needed to effectively:

- actively listen
- give constructive feedback
- adapt to different communication styles
- recognize and prevent conflicts before they arise
- address and resolve conflicts that do arise
- handle emotional situations to prevent escalation
- say no effectively
- respond to aggression and other challenging communication situations

Methods

Individual work, partner and small group exercises, group discussion, role plays with feedback and coaching, interactive presentation. This course will be held in English.

Notice

Participants are expected to complete a pre-seminar assignment.

