

#UP/ Interpersonal Communication Excellence

No. 8536

Target group: All employees who want to optimize their communicative skills.

Prerequisites: An interest in online learning and a willingness to put the theory you have learned into practice and optimize it on a daily basis, to make sure that these new tools become a habit.

Training method: Online self-learning phases, live online sessions and support by professional learning experts.

Duration: approx. 45 days running time

Study time: 2 – 4 hours effective study time on the LearningHub @Cegos | 8 – 10 hours practice-oriented consolidation of what has been learned and successful transfer of the learning content into the working environment

Number of participants: min. 8 – max. 12

Languages: Available in 7 languages (ideal for international implementation)

DE EN FR ES IT PT CN

Price: on request

Benefits/Content: Thanks to this learning and implementation program, you will:

- Increase your communicative skills
- Develop your communication skills in a professional context
- Be even better prepared to successfully handle more challenging conversations.

You can acquire, deepen and apply communications skills in your daily work by combining digital learning, live online sessions and support from mentors (supervisors or colleagues).

We call this format #UP. It is based on a personalizable learning path that guarantees real learning success.

By using this format, we are keeping the promise of 4REAL, the process model of the Integrata Cegos Group, to offer you a lasting, practice-oriented and efficient learning experience.

You are the one who is in the driving seat: You have a clear objective right from the start and choose your own learning path.

Milestones Process Learning and applying

1. Learning set-up
Definition of your objective



Day 1 – 9 | 1 – 2 hours

2. Live Online Session
Exchange on learning content & support



Day 10 | 90 minutes

3. Personalize
your learning path



Day 10 – 11 | 30 minutes

Sprints – You choose two of the following sprints:

1. Giving positive and constructive feedback

- Familiarize yourself with this method to give and receive positive feedback
- Provide constructive feedback to enhance and promote the way your colleagues work
- Take well-formulated or unpleasant criticism

2. Developing assertive behavior

- Use the 'I' tool
- Avoid relationship killers like generalizations
- Dare to voice your concerns, even if others do not agree with them
- Listen to others until the end
- Have the courage to say 'no'
- Accept criticism and acknowledge your mistakes

3. Dealing with passive, aggressive or manipulative behavior of others

- Identify the characteristics of an assertive, passive or aggressive attitude
- Identify the attitudes of your employees in different work situations
- Learn how to deal with attitudes that lack assertiveness

4. Effective questioning and listening

- Develop and implement a project plan
- Follow the 5 steps for 'good listening'
- Ask questions that will help you understand
- Rephrase what was said
- Develop a sense for 'bad listening'

4. Learning and applying to workplace



Day 11 – 40 | 4 – 10 hours

5. Live Online Session
Exchange on transfer of learning



Day 38 – 43

Day 44 | 1 hour

6. Get certified
Evidence validation*



Day 45

*Prerequisites for the certificate: Submission of two pieces of evidence from third parties (colleagues, managers, clients, etc.) in line with the learning objectives you set yourself at the beginning of the training program.

Mentoring path



Day 1 – 45 | 4 conversations

Involvement of a company internal mentor (colleague, manager, supervisor, etc.) in the learning program, who will assist you with:

- individual objectives (comparison of company and learning objectives)
- selecting sprints
- collecting learning evidence