

Building Bridges: Enhancing Team Communication with LEGO® Serious Play®

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

INTRODUCTION

Effective team communication is the cornerstone of any successful organization. Good communication within a team fosters collaboration, enhances productivity, and creates a positive work environment. It ensures that everyone is on the same page, reduces misunderstandings, and allows for the efficient resolution of conflicts.

This engaging 2-day workshop leverages the innovative LEGO® Serious Play® (LSP) methodology to give an insight and techniques to enhance the participants' business communication skills, influence upwards, downwards and horizontally. They will gain the skills necessary to master their mind, communicate clearly and confidently persuade and influence, and improve workplace relationships.

COURSE OBJECTIVE

- Understand what communication is and how it occurs
- Learn to speak with clarity and conciseness
- Practice active listening to foster trust relationship during conflict
- Understand what conflict communication styles are and their impact
- Learn to express and state your opinions in an assertive way
- Practice non-violent communication for team collaboration

TARGETED PARTICIPANTS

Managers, Team Leaders and Executives

TRAINING METHODOLOGIES

Interactive lecture, LEGO® Serious Play® blocks building, individual sharing, case studies discussion, videos playing and intellectual games

The Power of “Hand Knowledge”

The Lego Serious play method taps into the human ability to imagine, to describe and to make sense of situation at hand, to initiate change and improvement, and to create something radically new. Learners use a carefully chosen selection of LEGO® bricks and elements and a unique process where people “think through their fingers” - unleashing insight, inspiration and imagination. A LEGO® Serious Play® process ensures everyone in the room will have chance to speak up.

Class size: maximum 20 pax

COURSE OUTLINE

Module 1: The Basics of LEGO® Serious Play®

- The Power of “Hand Knowledge”
- How it works?
- The 4-step core process:

Warm-up Activity: LSP skills building

Module 2: Business Communication Basics

- Purposes of Communication
- Barriers to effective communication
- Characteristics of Good Communicator

Activity: Build a model that represents one purpose of communication

Module 3: Speak to the Point- “Telling Skills”

- 7C’s of effective communication model
- Using 5W1H for clear explanation
- Summarize the key points for effective meeting

Activity: Build a model to learn the 5W1H methodology

Module 4: The Art of Listening- “Listening Skills”

- Barriers of active listening
- 5 poor listening habits
- Listen with mind, body and words

Module 5: Assertive Communication during Conflict

- The Thomas-Kilmann Conflict Mode Instrument (TKI)
- Four Conflict Communication Styles
- Master my mind- focus on what I want (motive)

- Keep Emotion in check
 - Spot the warning signal of negative emotion

Activity: Build a model “Who am I?” and discuss how team conflict caused by differences

Module 6: Non-violent Communication (NVC)

- About non-violent communication
- 4 core components of NVC
 - Understanding the observation vs evaluation
 - Connecting with emotions
 - Understanding and communicating needs
 - Making request vs demands