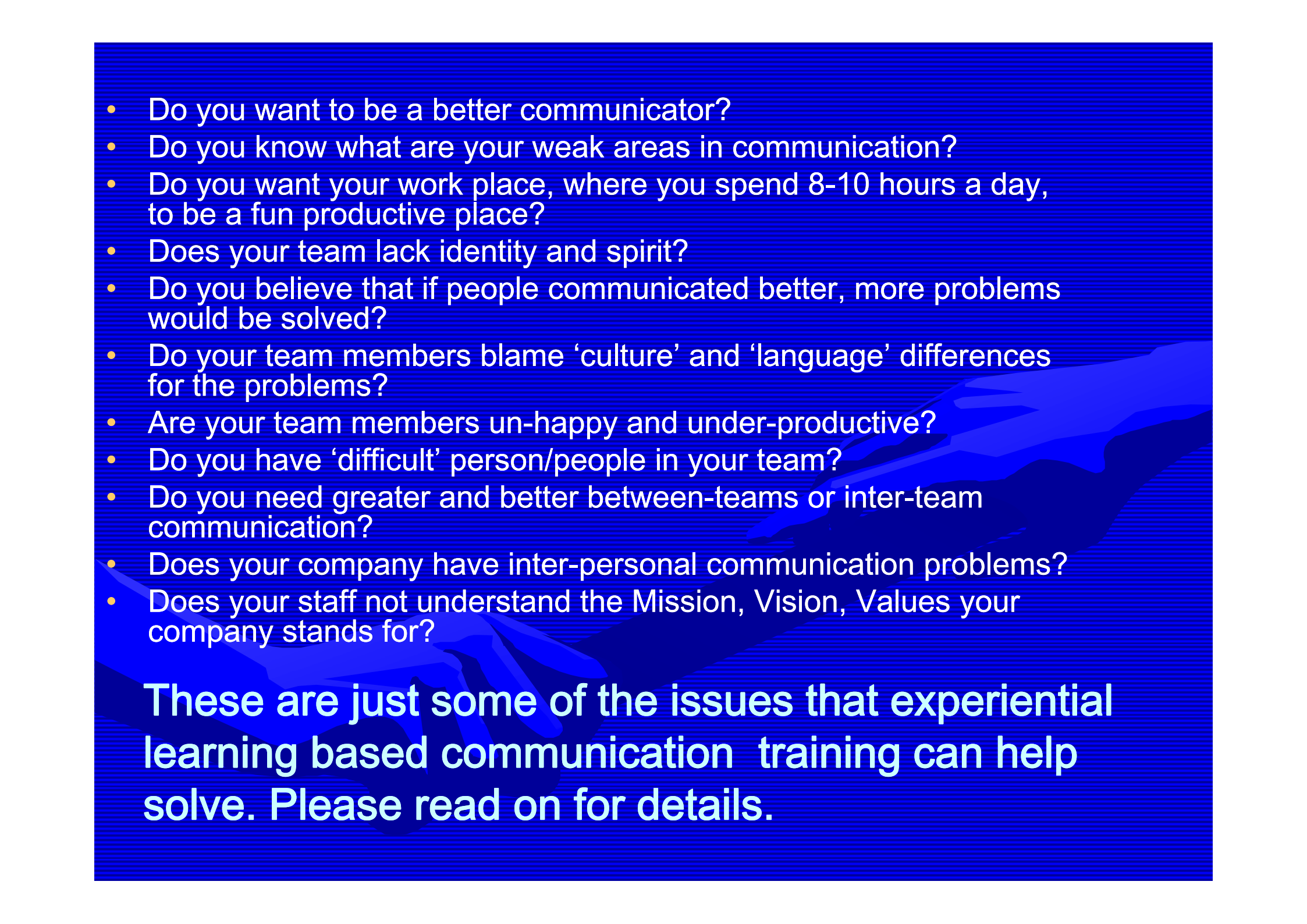


Experiential Learning based Communication training:

Our Proposition, Objective,
Activities and Realizations.

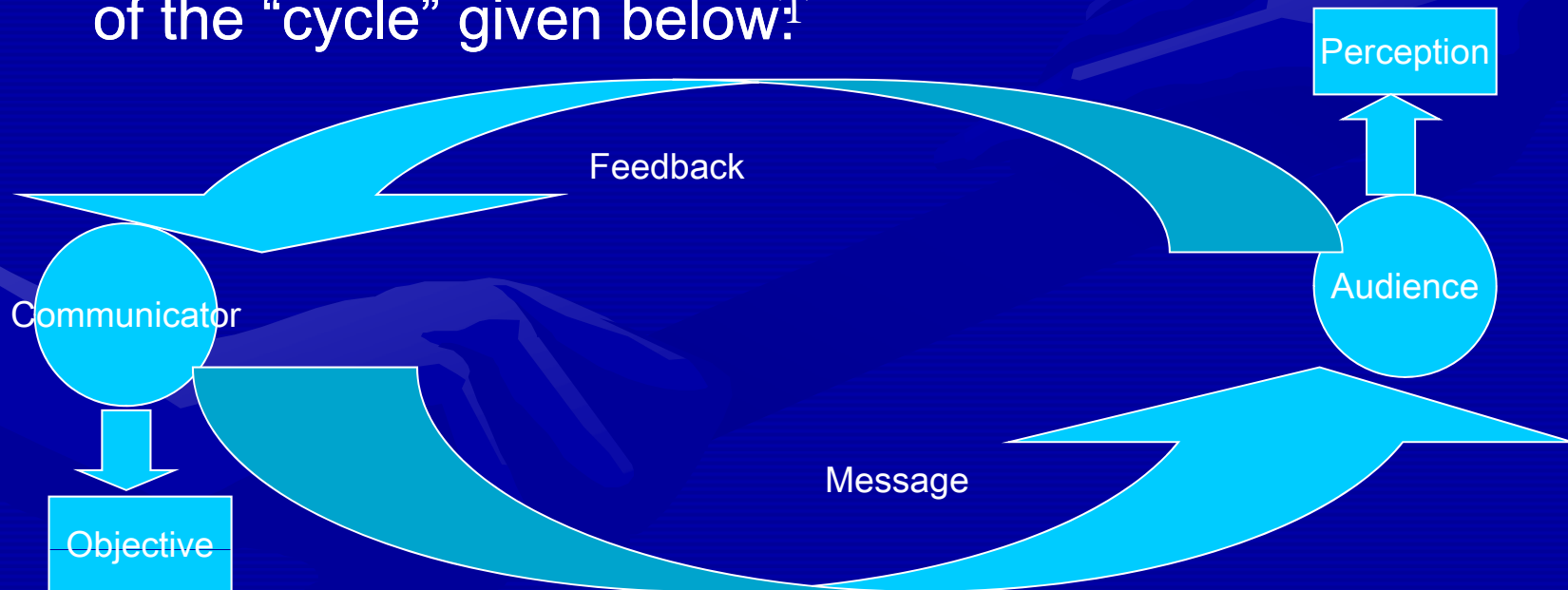
Written by Vikram J Shahani

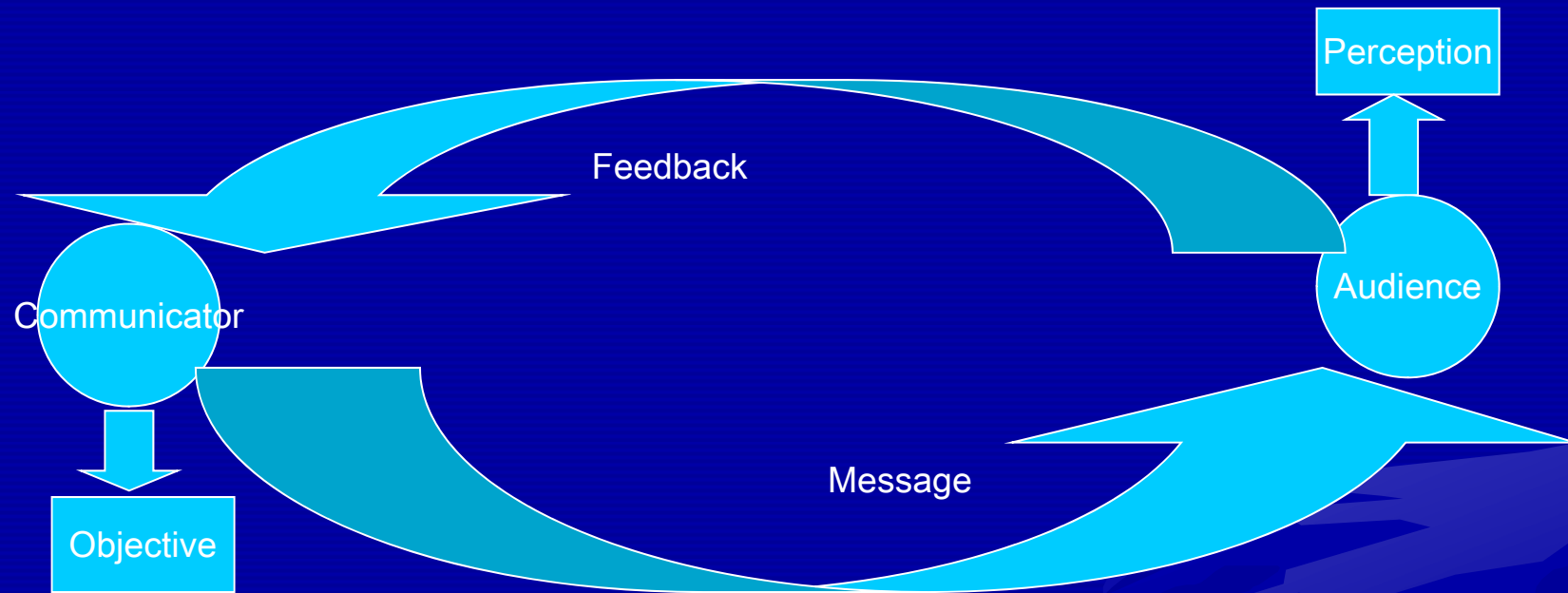
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- Do you want to be a better communicator?
 - Do you know what are your weak areas in communication?
 - Do you want your work place, where you spend 8-10 hours a day, to be a fun productive place?
 - Does your team lack identity and spirit?
 - Do you believe that if people communicated better, more problems would be solved?
 - Do your team members blame 'culture' and 'language' differences for the problems?
 - Are your team members un-happy and under-productive?
 - Do you have 'difficult' person/people in your team?
 - Do you need greater and better between-teams or inter-team communication?
 - Does your company have inter-personal communication problems?
 - Does your staff not understand the Mission, Vision, Values your company stands for?

These are just some of the issues that experiential learning based communication training can help solve. Please read on for details.

Our Proposition:

- Communication, in any situation, depends on the **INDIVIDUALS** involved in the communication process.
- Even if cultural, geographical, economic, language, media and other **external barriers** to communication are removed, the **INDIVIDUAL** with his/her **internal barriers**, blocks effective communication.
- Any effective communication contains multiple repeats of the “cycle” given below:^T





- The greater the **QUALITY**, **CLARITY** and **FREQUENCY** of the “Cycle”, the better the communication.
- If there are interruptions and inefficiencies in any of the components of the cycle, communication suffers.

Our Objective:

- Create an environment where people can realize their internal barriers to effective communication.
- Find creative ways to overcome them. Thereby improving the “cycle” of communication

The Million Dollar question is HOW? ?

How do we get deep ingrained habits and behavior patterns to change.

Extensive research shows that the answer to this lies in addressing the Emotional Intelligence of the individual and creating a realization from within that will begin the change process.

Our Activities

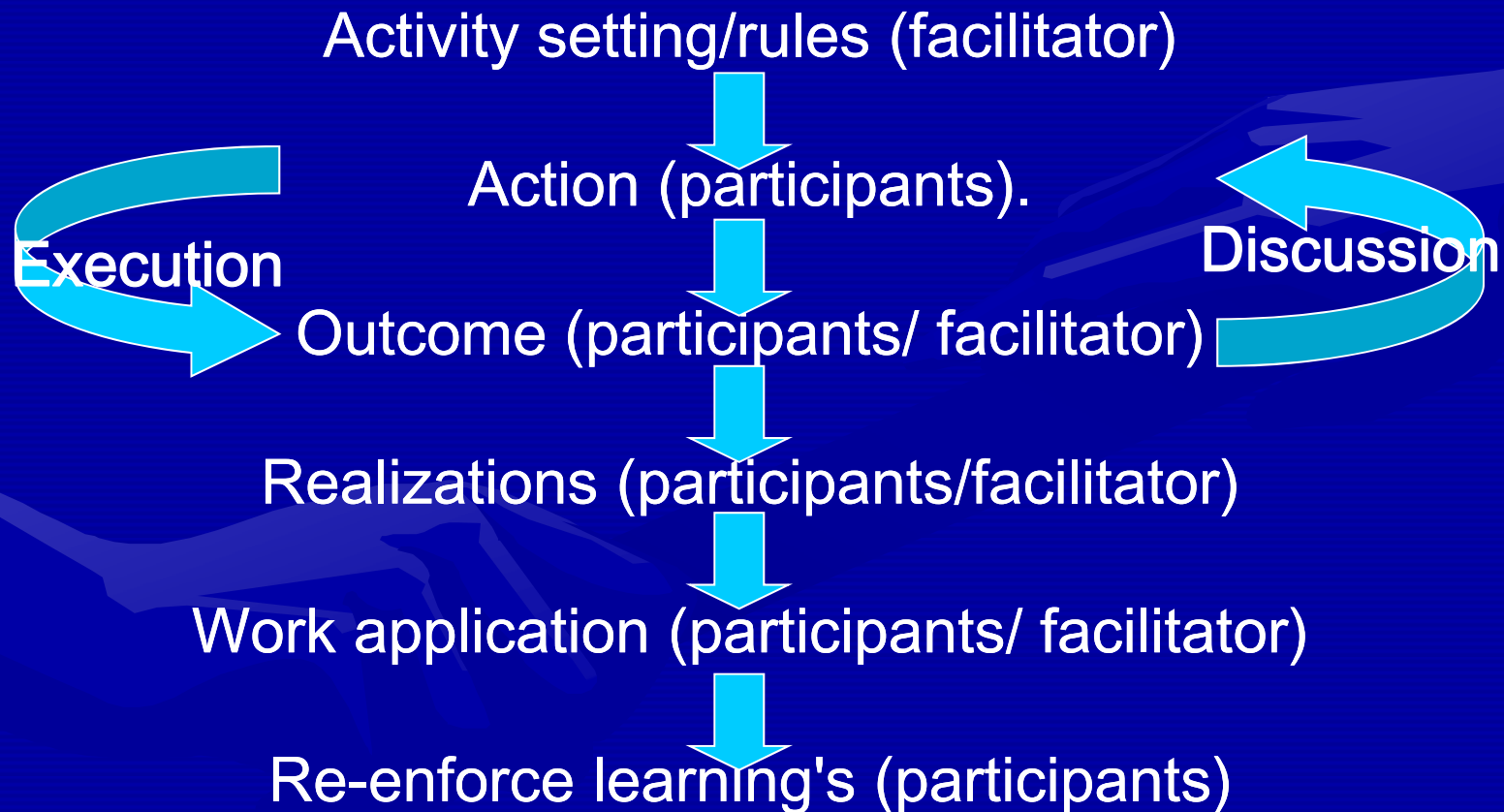
- Our Activities are designed to simulate the “cycle” of communication and create an environment where people have to face questions like
 - “Am I part of the problem here?”
 - “Am I causing the cycle to slow down?”
 - “What am I doing that is not helping?”
 - “How can I improve?”
 - “What is stopping me from listening?”
 - “What is stopping me from speaking my views?”
 - “How can we do this better?”
 - “How can I help him/her do better, for the team?”

Our Activities explained:

- The activities are broadly divided into the following 3 types
 1. Ice Breaking and De-inhibitizing.
 2. Communication Initiative.
 3. Comfort Zones and Trust.
- Each activity has a pre-determined Description and Objective.
- The Realizations felt by doing these activities are not predetermined, they are born as a result of doing these activities and vary from person to person and group to group.

Our Activity flow.

- To simulate the “cycle” of communication and create an environment where people emotionally realize, our activities have the following flow.



1. Ice breaking and De-inhibitizing

- Description:

Quick physical movements involving very little thinking time.

- Objective:

1. Activity is directed to passing on and exchanging information instinctively.
2. Serves as a warm-up/wake up exercise.
3. Removes the feeling of self consciousness, nervousness, unfamiliarity (kinchou-in Japanese).
4. Enhances the feeling of involvement and participation.
5. Starts laying the basic foundations of communication and team relationships.

2. Communication and Initiative:

- Description:

Pair or group activities directed at achieving a common goal.

- Objective:

1. Simulate a “team task” and a “team goal”.
2. Create an atmosphere where the “team goal” is not being achieved. This atmosphere has the frustrations and stress of failure.
3. Face up to the stress. Use the stress and emotional exposure of the participants to re-look at the team task.

4 Work WHY the result was unsatisfactory from a group and individual perspective.

(Note: Examples of WHY include but are not restricted to:

- Not listening (trapped in the 'my view is correct' paradigm)
- Not being patient (The fault is out there' paradigm).
- No co-operating.
- Not planning.
- Not understanding team Goals, Roles and Process before rushing into the task.
- Ineffective non verbal communication.
- Not using positive words.

5 Re work the task by focusing on how each person can change and contribute to the success.

6 Think out of the box till "success" is achieved. Enjoy the happiness and emotional fulfillment

3. Comfort Zones and Trust.

- Description:

Activities based on personal comfort level but fully dependent on the group for successful execution.

- Objective:

1. Openly communicate individual comfort zones.
2. Challenge and expand comfort zone boundaries.
3. Advance trustful relationships that have been built by this stage in the program.

Our Realizations

- Realizations are created by the individual from within and address the individual's Emotional Intelligence.
- Below are a few examples of common realizations born by participating in our activities.
 - I can initiate change.
 - I have the power to lead by example.
 - It's not the rules but the principles that are important.
 - Enjoying what I am doing is important and is within my control.
 - I need to be conscious and aware of my actions to be truly proactive and choose my responses.
 - Importance of being physically comfortable in a communication space.
 - Importance of response to a communication initiative.

- Use of objective questions and statements.
- Emotional lessons and importance of:
 1. Listening.
 2. Cooperation.
 3. Planning (understanding goal, role and process).
 4. Failure and success.
 5. Win-win satisfaction.
- Positive impact of dynamism created by multiple successes.
- Realization that comfort levels differ in response to the same situation.
- Realization that mutual trust leads to greater flexibility, consideration, empathy, sympathy and mutual support.
- Realizations how strong mutual trust helps individuals challenge their comfort zone boundaries.

An additional direct result:

- This training process has a very strong direct result in addition to the deeper realizations that are experienced.
- Because these activities are “FUN” and face up to failure before reaching success, a great bond or a feel good factor is created.
- This goes a long way in increasing the cohesiveness of the group, repairing strained relationships and creating a “TEAM” identity.