

COMMUNICATION AND EMPHATY for STRENGTHENING LINKS to SCHOOL

INTRODUCTION

One of the biggest factors that connects an individual to the institution he / she works with and ensures high efficiency in line with the interests of the institution and himself is hidden in the emotional bond he establishes with the institution and his colleagues. The role of communication skills and an empathic approach in revealing this emotional bond is undeniable. When



the situation assessment is made in the axis of student and parent satisfaction in the formation of the corporate culture, No individual is independent in a school environment where school management, teachers, students, and parents of students have to work in cooperation. For this reason, institutions with individuals with high communication skills and acting in an empathetic approach will open the door to success until the end.

It provides direct service to people through the relationship between education personnel, students, teachers, parents, administrators or individuals. The purpose of using communication in relation with education staff and the people they serve directly; to know the individuals they serve, to understand them, to determine their needs and to help them troubleshoot. For this reason, educational staff should have a supportive, solution-oriented and empathic perspective, and have the communication skills to strengthen the bond formed with the individuals they interact with. You can find the skills that education staff (teachers, teacher trainers, school administrators, principals) need in this field. Topics to be covered during the workshops are as below:

- Basic Concepts of Communication
- Questioning Skills in Communication
- The Tone and Importance of Body Language in Communication
- One-Duplex Communication
- Effective Listening
- Understand-Reflection (Staying in the Communication Channel)

- Providing Emotional Support
- Self-Recognition and Acceptance Window (Johari Window)
- Life Positions and Effect on Communication
- Recognizing Emotions, Coping With Resistance
- Communication Barriers
- Supporting and Disapproving Expressions
- I-You Language
- Honouring Expressions
- Empathetic Approach

CONTENT

Day 1	Opening, meeting the participants Basic Concepts of Communication, Skills to ask questions in communication The importance of tone and body language in communication
Day 2	Single-Duplex Communication, Effective Listening, Understand-Reflect (Staying in the Communication Channel), Providing Emotional Support
Day 3	Self-Recognition and Acceptance Window (Johari Window) Life Positions and Effects on Communication Recognizing Emotions
Day 4	Coping with Resistance Communication Barriers Statements of support and disapproval I-You Language
Day 5	Honouring statements Empathic Approach Closing.

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OUTCOMES

- Can realize the basic concepts of communication.
- Realize the basics of people's communication needs
- Realizes the elements of self-expression skill.
- Realizes the importance of knowing yourself and others.
- Realizes the importance of effective listening.
- Improves listening skills and experiences applications.
- Realize the importance of Understanding-Reflection expressions in effective listening.
- Realizes the importance of voice tone and body language in communication and experiences
- Realizes the importance of asking questions in communication and experiences
- Develops communication skills within the Emotion-Thought-Behaviour cycle.
- Experience the effect of I-Language, Sen Language, Disapproval Clauses, Supportive Clauses and Positive Expressions in communicating and not dealing with resistance.
- Recognizes basic emotions.
- Realizes the effects of emotions on acceptance of behaviours and experiences.
- The ability of empathy will improve.
- Experience the effect of the empathic approach.
- Realizing the effect of communication barriers on the communication process, he finds the opportunity to experience.

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