## WORKSHOP
BUILDING EFFECTIVE INTERPERSONAL COMMUNICATION IN THE WORKPLACE

## TRAINING AREA
090 - PERSONAL DEVELOPMENT

## FORM OF ORGANIZATION
On-Site

## MODE
Continuous

## WORKLOAD
1h30

## PLANNING
4th July, 10:00 – 11:30

## TARGET GROUP/REQUIREMENTS
All Técnico Lisboa Non-Academic staff

## PARTICIPANT LIMIT
40

## LEARNING OUTCOMES
On completion of the training, participants should have acquired knowledge and/or skills that allow to improve personal skills in the relational context, using the development of assertiveness, as well as knowing how to identify the importance of the elements involved and the different profiles, in the interpersonal and institutional communication.

## PROGRAMMATIC CONTENT

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<thead>
<tr>
<th>CONTENT</th>
<th>WORKLOAD</th>
<th>TRAINERS</th>
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<tbody>
<tr>
<td>1. Introduction</td>
<td>1h30</td>
<td>KTH Royal Institute of Technology</td>
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<tr>
<td>2. Importance of Interpersonal Communication</td>
<td>1h30</td>
<td>Ida Pinho</td>
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<td>3. Creating Safe and Inclusive teams</td>
<td>1h30</td>
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<td>4. Active Listening kills</td>
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<td>5. Collaboration skills</td>
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<td>6. Putting it into practice</td>
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<td>7. Recap and Wrap-Up</td>
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## TRAINING METHODOLOGY
Exhibition, Interrogative and Active, using certain methods/dynamics.

## TECHNICAL PEDAGOGICAL RESOURCES
Video Projector and Computer with Internet access.

## SPACES AND EQUIPMENT
Training Room for 40 participants.