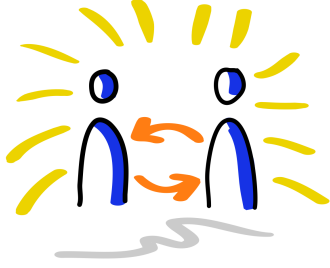# Working With People

You probably know the scenario: you put your best effort into describing to your team what your intentions are, your vision and all the relevant details of the topic. Yet, suddenly, somebody objects. There are more and more questions, ideas, alternatives and resistance: the whole team starts going in a different direction than what you hoped. What happened there?

Numbers, data, and facts are indeed a very important part of any software development job; yet, the capability to communicate this information properly is a key aspect of a good working team. If you have a leadership position in your organisation, these skills are a vital element of your job!

In this three-day training we will look at many different ways of interacting and connecting with people, of communicating messages and intentions in a way that minimises the possibilities of being misunderstood and at the basic coaching techniques to support the team's growth.

The content covered relates to both one-to-one communication and communication in groups. It is suitable for use in any team role.

Your Take-Aways
- improve your communication skills
- know how to create a fruitful feedback culture
- skillfully guide team collaboration and growth
- steer negotiations and conflicts with ease
- your own toolkit with coaching techniques
- know how to adapt and successfully use the tools also in the modern online world

Course Organisation
The course with a total contact time of 24 hours is delivered in presence. The course is split in various modules, none of which exceeds two hours, with short breaks as needed and sufficiently long breaks between the sessions. The actual times for breaks are agreed upon in the group at the beginning of the course.

Course Agenda
- Communication styles
- Listening better / Sensory awareness
- Rapport
- Strategic communication
- AI as a sparring tool to learn to communicate better
- Giving and receiving feedback
- Creative use of language
- Metaphors
- Framing and reframing
- Negotiations / Conflicts
- Basic coaching techniques