



**ORGANISATIONS**  
INTO Learning Workplaces

**TOWARDS A HOLISTIC TRANSFORMATION OF  
ORGANISATIONS INTO LEARNING WORKPLACES**

**Work Package: 6**

**Work Package Title:** Development of Employees – Positive Attitude towards Learning Workplaces and Transversal Skills’ Training

**Activity Title:** 6.5 Design of the Training Curriculum “6 Top Transversal Skills for Employees” – Module 1

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CYPRUS  
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# Curriculum of the Workshop: “6 Top Transversal Skills for Employees”

## Module 1: Communication

### 1. Aim

Communication is at the very core of our society and the importance of it extends to workplaces, too. Effective workplace communication can lead to innovation and resilience and prevent situations of frequent employee turnover. Thus, the aim of the workshop is to provide training and techniques to employees in order to learn to communicate effectively in their workplaces.

### 2. Learning Outcomes

After the completion of the workshop, the participants will be in a position to:

#### In terms of knowledge

- Describe different types of communication (verbal/non-verbal, oral/written, face-to-face/online, intercultural etc.).
- Describe different models of communication.
- List words and phrases that should be avoided during communication.
- Explain active listening techniques and their benefits.
- Describe different networking strategies.

#### In terms of skills

- Apply active listening techniques in verbal communication.
- Use appropriate non-verbal signals depending on the communication situation.
- Demonstrate effective intercultural communication skills.
- Show tolerance and fair treatment through appropriate communication.
- Build effective relationships based on good communication and good manners, respect, and empathy.

**In terms of attitudes**

- Respect diversity through appropriate communication.
- Sustain strong networks through appropriate communication.

### 3. Duration

**Module 1 – Communication: 7 hours.**

### 4. Training Method

- Classroom Learning
- Synchronous Electronic Learning
- Asynchronous Electronic Learning
- Blended Learning

### 5. Topics

#### **Introduction to the Workshop**

- Ice-breaking Activity
- Introductions
- Introduction to the Project
- Rules
- Aim and Objectives
- Structure

#### **Module 1: Communication (7h)**

- Energiser (10')
- Introduction to the Module (15')

- **Section 1 –Models and Types of Communication (65’)**
  - Communication and Message Components
    - Communication Components
    - Message Components
  - Communication Theory
  - Models of Communication
    - Laswell’s Communication Model
    - Shannon-Weaver’s Communication Model
    - Osgood and Schramm’s Communication Model
    - What Models of Communication can Teach us
  - Types of Communication
    - Direct – Indirect Communication
    - Verbal – Non-verbal Communication
    - Communication within the Same Cultural Context – Intercultural Communication
- **Section 2 – Verbal, Non-Verbal, and Intercultural Communication (240’)**
  - Verbal Communication
    - Activity: Video – ‘*The New President of China*’
    - Effective Verbal Communication
      - Be Careful with What you Say
      - Avoid to Use
      - It is Not Allowed to Say
      - Be Careful with the Way you are Expressed
    - Active Listening
      - Activity: ‘*Waiting in the Rain*’
      - The Art and Techniques of Active Listening

- Activity: *'Listen and Draw'*
  - Active Listening and Verbal Communication
  - Active Listening and Intercultural Communication
    - Activity: Video – *'The Power of Words'*
- Non-Verbal Communication
  - Activity: Video – *'Charlie Chaplin - The Feeding Machine'*
  - Body Language
  - Activity: *'Let's Play "Are You...?"'*
  - Universal Non-Verbal Signals
  - Three Basic Rules on Non-Verbal Signals
  - Non-verbal Signals and Cross-culturalism
    - Activity: *'Let's Take the Test!'*
- Intercultural Communication
  - Activity: Video – *'Intercultural Communication Adventure with Little Pilot'*
  - Civilisation v Culture
  - Culture: Innate or Acquired?
  - Main Barriers to Intercultural Communication
    - Main Barriers – Verbal Intercultural Communication: a. Main Barriers b. What to Bear in Mind c. Additional Tips
    - Main Barriers – Non-Verbal Intercultural Communication: a. Examples of Intercultural Misunderstandings b. What to Bear in Mind
  - High-context and Low-context Cultures
  - Etiquette
    - Etiquette and Cross-culturalism: Examples
  - Proxemics: Interpersonal Space Zones
  - Activity: *'In which Group would you Prefer to Work?'*

- Values in the Workplace and Culture
  - What to Avoid
  - Intercultural Communication Competence
- **Section 3 – Networking and Effective Relationships (80')**
  - Definition of Networking
    - Activity: *'Drawing my Personal Social Network'*
  - Networking Methods
  - Networking Objectives
  - Basic Strategies for Networking
    - 3 Basic Rules for Effective Networking
    - 15 Steps towards Successful Networking that we Usually Ignore
    - Activity: Case studies on *Networking*
  - Networking and Effective Relationships
    - Activity: Video – *'Developing Positive Work Relationships'*
- **Revision (10')**
  - Revision Questions
    - Questions and Answers

## Evaluation of the Workshop

## Closure of the Workshop



## 6. Training Techniques

### Module 1: Communication (7h)

#### Section 1 – Models and Types of Communication (65’)

Topics	Estimated Duration	Training Technique	Tools and Material
<b>Communication and Message Components</b> <ul style="list-style-type: none"> <li>- <b>Communication Components</b></li> <li>- <b>Message Components</b></li> </ul>	15’	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation results</li> <li>- Discussion with the use of PPT presentation</li> <li>- Individual activity with the use of PPT presentation</li> </ul>	- PPT presentation
<b>Communication Theory</b>	5’	- Lecture with the use of the PPT presentation results	- PPT presentation
<b>Models of Communication</b> <ul style="list-style-type: none"> <li>- <b>Lasswell’s Model of Communication</b></li> <li>- <b>Shannon-Weaver’s Communication Model</b></li> <li>- <b>Osgood and Schramm’s Communication Model</b></li> </ul>	25’	- Lecture with the use of the PPT presentation results	- PPT presentation

- <b>What Models of Communication can Teach us</b>			
<b>Types of Communication:</b> <ul style="list-style-type: none"> <li>- <b>Direct – Indirect Communication</b></li> <li>- <b>Verbal – Non-Verbal Communication</b></li> <li>- <b>Communication within the same Cultural Context – Intercultural Communication</b></li> </ul>	20'	<ul style="list-style-type: none"> <li>- Individual activity with the use of PPT presentation</li> <li>- Discussion with the use of PPT presentation</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	- PPT presentation

## Section 2 – Verbal, Non-Verbal, and Intercultural Communication (240')

Topics	Estimated Duration	Training Technique	Tools and Material
<b>Verbal Communication:</b> <ul style="list-style-type: none"> <li>- <b>Effective Verbal Communication</b></li> <li>- <b>The Art and Techniques of Active Listening</b></li> <li>- <b>Active Listening and Verbal Communication</b></li> <li>- <b>Active Listening and Intercultural Communication</b></li> </ul>	60'	<ul style="list-style-type: none"> <li>- Videos' display</li> <li>- Individual activity with the use of PPT presentation</li> <li>- Group activity</li> <li>- Discussion with the use of PPT presentation</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	<ul style="list-style-type: none"> <li>- YouTube videos</li> <li>- Activity template (hard copies or uploaded on a SharePoint)</li> <li>- Paper sheets</li> <li>- Pens/Markers</li> <li>- PPT presentation</li> </ul>
<b>Non-Verbal Communication:</b>	60'	- Video display	- YouTube video

<ul style="list-style-type: none"> <li>- <b>Body Language</b></li> <li>- <b>Universal Non-verbal Signals: Examples</b></li> <li>- <b>Three Basic Rules on Non-verbal Signals</b></li> </ul>		<ul style="list-style-type: none"> <li>- Individual activities with the use of PPT presentation</li> <li>- Discussion with the use of PPT presentation</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> </ul>
<b>Intercultural Communication</b> <ul style="list-style-type: none"> <li>- <b>Civilisation v Culture</b></li> <li>- <b>Culture: Innate or Acquired?</b></li> <li>- <b>Main Barriers</b></li> <li>- <b>High-context and low-context cultures</b></li> <li>- <b>Etiquette</b></li> <li>- <b>Proxemics: Interpersonal Space Zones</b></li> <li>- <b>Values in the Workplace and Culture</b></li> <li>- <b>What to Avoid</b></li> <li>- <b>Intercultural Communication Competence</b></li> </ul>	120'	<ul style="list-style-type: none"> <li>- Individual activities with the use of the PPT presentation</li> <li>- Discussion with the use of the PPT presentation</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> </ul>

### Section 3 – Networking and Effective Relationships (80')

Topics	Estimated Duration	Training Technique	Tools and Material
<b>Definition of Networking</b>	20'	<ul style="list-style-type: none"> <li>- Group activity with the use of PPT presentation</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Paper sheets</li> </ul>

		<ul style="list-style-type: none"> <li>- Discussion on the group activity results</li> <li>- Individual activity with the use of PPT presentation</li> <li>- Discussion on the individual activity results</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	- Pens
<b>Methods of Networking</b>	10'	<ul style="list-style-type: none"> <li>- Individual activity with the use of the PPT presentation</li> <li>- Discussion on the results of the individual activity</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	- PPT presentation
<b>Objectives of Networking</b>	10'	<ul style="list-style-type: none"> <li>- Group brainstorming activity</li> <li>- Discussion on the group brainstorming activity</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	- PPT presentation

<b>Basic Strategies for Networking</b> <ul style="list-style-type: none"> <li>- <b>3 Steps for Effective Networking</b></li> <li>- <b>15 Steps towards Successful Networking that we Usually Ignore</b></li> </ul>	30'	<ul style="list-style-type: none"> <li>- Case studies</li> <li>- Discussion on the activity results</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Activity template (hard copies or uploaded on a SharePoint)</li> </ul>
<b>Networking and Effective Relationships</b>	10'	<ul style="list-style-type: none"> <li>- Video display</li> <li>- Lecture with the use of the PPT presentation results</li> </ul>	<ul style="list-style-type: none"> <li>- YouTube video</li> <li>- PPT presentation</li> </ul>

### Revision (10')

Topics	Estimated Duration	Training Technique	Tools and Material
Revision Questions	10'	<ul style="list-style-type: none"> <li>- Questions and Answers with the use of the PPT presentation</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> </ul>

## 7. Evaluation of the Workshop (All Modules)

The quality of the workshop will be assessed by collecting and analysing feedback from both the participants and the trainers.

The evaluation results will be collected through questionnaires which will cover different aspects of the action, such as the organisation of the workshop, the content and material of the workshop, and the attitude of attendees towards Learning Workplaces.

The questionnaires will be distributed to the participants and trainers either in online or in printed form.

Two types of reports will be produced from the information collected:

- Evaluation reports at partner country level, including also the results of the attitude tests.
- One report including aggregate data from the evaluation and the attitude tests from all the partner countries as well as recommendations for changing the attitude of employers towards Learning Workplaces deriving from the data collected from all the partner countries.