

Serious Business Game on Interpersonal Communication

- Learn the key skills of recognizing different communication styles while being able to best respond to individual personalities. -

Gamification Storyline:

Take on the roles of Mike Sullivan and Anita Hopkins. Two award-winning architects in the field of building with sustainable construction materials. Join them on an adventure to Shanghai. Coach the western architects to success in Shanghai. The goal is to build the most eco-friendly skyscraper in the world. Your ability to communicate effectively with others on a diversified team will determine whether the tower can be completed on time.

Communicating effectively is not an innate talent that some people have, and others don't - it's something that anyone can learn and practice. In this training, you'll learn strategies to help you improve and master your interpersonal communication skills. In the Serious Business Game, we will show you techniques on how to effectively communicate your message professionally to a team in the workplace. In the process, we explain how to overcome potential communication problems with your colleagues and your supervisor. In the Serious Business Game, we show you how to master tricky situations, how to handle interruptions, how to respond to critical feedback and how to communicate across cultural boundaries.



Characteristics of the Serious Business Game:

- ✓ Learn with game based didactic methods.
- ✓ **Applicable and practical contents on interpersonal communication skills.**
- ✓ **Results-oriented learning** with revolutionary gamification technologies.
- ✓ Use the simulations for experience-based learning.
- ✓ Flexible, intuitive to use, fast and easy to train.
- ✓ An exciting gamification storyline facilitates targeted and experiential learning.
- ✓ **A unique learning experience!**

Yes, just try it out? Get a free test license www.ARC-Institute.com

The ARC Institute is your didactic contact for Serious Business Games. We would be happy to provide you with an individual offer for your team: Info@ARC-Institute.com. Together with you, we develop concepts how you can support your employees independently of time and location in up to 11 languages simultaneously, worldwide.

Create a new and unique training experience for your employees!

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Knowledge and skills:

With the help of the realistic simulations and characters in the serious business game BABEL an **effective knowledge transfer** succeeds with this training. The gamified training elements stimulate a systematic didactic learning process.

This will allow you and your employees as participants to practice the key skills and concepts necessary **to best identify and analyze interpersonal aspects in communication:**

- ✓ To be successful in communicating with others, it is very important to be clear and concise, make sure the timing and setting is appropriate, and always be assertive.
- ✓ Many times, we only focus on our way of seeing things and lose touch with the people around us. Consequently, our message goes nowhere and thus conflicts and misunderstandings arise that could damage our relationships. Ineffective interpersonal communication can affect outcomes, both personally and professionally.
- ✓ It's fundamental to learn to recognize the type of person we have in front of us so that we can anticipate their concerns and motives, their way of interacting, their conversational pace, and their norms.
- ✓ We will delve into different styles of communication, common mistakes that you should avoid, and ways to more easily facilitate communication for each style. We also teach you some tricks to interact more effectively.

Further integrated skills for learning in the Serious Business Game:

BABEL stimulates effective learning by allowing users to practice the main skills necessary for effective interpersonal communication:

- ✓ Interpersonal relationships, effective communication, assertiveness, empathy, flexibility, self-control, self-awareness, conflict management, leadership, impact and influence, negotiation, and focus.
- ✓ Continuous learning, coaching, integrity, change management, initiative, teamwork, coordination, customer service, problem-solving, and stress tolerance.



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Overview of contents:

BABEL stimulates effective learning in multiple levels of training by allowing users to practice key skills necessary for successful interpersonal communication.

- ✓ Learn the characteristics of each communication style.
- ✓ Recognize the limitations of the speaker's communication style.
- ✓ Use interpersonal communication stimulators.
- ✓ Use the RISE Model to analyze conversations in a structured way and to develop yourself step by step.

Objectives | Why BABEL?

Babel is designed for all audiences, especially those who want to improve their interpersonal communication and develop a better understanding of others in order to be successful in their personal and professional relationships. **Thanks to this course:**

- ✓ Know the four types of interpersonal communication and their characteristics.
- ✓ Learn to recognize different communication styles.
- ✓ Discover what things you should avoid saying and what things you should emphasize while speaking with differing types of people.
- ✓ Practice communication in various circumstances and situations while making sure to be aware of others' feelings and concerns.



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Methodology

The developed game-based learning method is a combination of **3 elements**:

- ✓ **High quality content** equivalent to a two-day on-site course, with a strong practical focus that is useful and directly applicable to the work
- ✓ The **use of gamification techniques** in terms of story telling, ranking motivation, scoring, different learning and game levels, and incentives through recognition and awards. This makes the training a motivating and exciting learning experience. This directly promotes the intrinsic motivation to learn on your and your employees' side.
- ✓ **Practical exercises** that allow you as a participant to practice directly in a safe and motivating environment and to implement the practical knowledge. You will **receive detailed feedback** in the form of individual learning loops.

How do you make it work? What are the IT requirements?

1. **The only thing you need** to use this business game training is an end device with internet access.
2. You can **access our performance-optimised business game platform** at any time, from anywhere in the world via your individual user profile or integrate the business game training into your LMS (Cornerstone, Moodle, SAP Success Factors, etc.).
3. You will receive regular reports on the progress of your participants and training groups. This allows you to always keep an overview and motivate your teams in a goal-oriented manner.

