



Experts' Interaction Course

2 + 3 days (also adjustable)

Themes of Module I and Module II
Contents of Module I and Module II

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Objective



The objective is to increase self-knowledge and self-control of experts in complicated and varying interactive situations so that they can create well-functioning relationships with different people and adopt a solution oriented and natural attitude towards work problems.

Experts' Interaction Course



Themes of I-II Modules

- Module I:
 - Interaction skills: in private, in a group, between groups
 - Communication skills: feedback, listening
 - Networking: Constructing functional interaction relationships
- Module II:
 - Getting motivated: the basis of motivation and individual differences in it, enthusiasm
 - Psychology of change and problem solving: nature of change resistance, course of the adaptation process, power of participation, being a change agent
 - Conflict situations: solution oriented and straightforward relationship with conflicts, ability to give difficult feedback
 - Case work: reality based and up-to-date problem solving and developing action plans

The main thread on every module: Self-knowledge, feedback

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CONTENTS I Module: 2 days

- 1. OPENING, GOALS, CONTENTS, WAYS OF LEARNING**
- 2. PRELIMINARY EXERCISE**
- 3. IN PRIVATE, IN A GROUP, BETWEEN GROUPS**
- 4. LISTENING**
 - Communication
 - The skill of listening
 - Technical listening, insight and understanding
 - Following the characteristics of active listening
- 5. FEEDBACK, CRITICISM, SELF-KNOWLEDGE**
 - Relationship of consciousness and ability
 - Feedback and self-knowledge
 - Johar's window
 - Feedback to myself
 - Steps of Feedback skills
 - Skillful criticism
 - Basic guidelines of receiving criticism
 - Constructive feedback
 - Reprimand pattern
- 6. CONCLUSIONS**
- 7. INTERMEDIARY EXERCISE FOR II MODULE**

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CONTENTS II Module: 3 days

1. I WANT TO LEARN

Expectations and suspicions

2. INDIVIDUAL DIFFERENCES IN TALENT, EMOTIONAL INTELLIGENCE AND MOTIVATION

- Types of intelligence
- Emotional intelligence
- Flow
- Motivation
- Motive
- Maslow's hierarchy of needs
- Alderfer's ERG theory

3. CONSTRUCTING FUNCTIONAL INTERACTION RELATIONSHIPS

- Group's intelligence
- Three important emotional skills in a work community
- The clarifying effect of discussing together
- Unofficial networks
- Building a bridge
- Traffic light – social atom
- Traffic light social atom – filling instructions
- Pair consultation

4. PSYCHOLOGY OF CHANGE

- Two ways to change: forcing and participating
- Losses in organizations' extensive change processes
- Grief work
- Opposition, resistance
- Grief
- A map for you who wander in the land of change
- Change guide's check list
- Change manager's Role-set®
- The concept of hardiness
- Change traveler's Role-set®
- Unfinished affairs

5. GENERATING CHANGE

- Roles in organization change
- Change agent's levels of knowledge
- Aquarium mirror technique

6. CASE WORK BASED ON INTERMEDIARY EXERCISE

7. CONCLUSIONS

Oy Perendie Ltd



Partner of Competent Manager

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