

innOsci, Forum for open innovation culture | Communication in trans-sectoral projects – a self reflection

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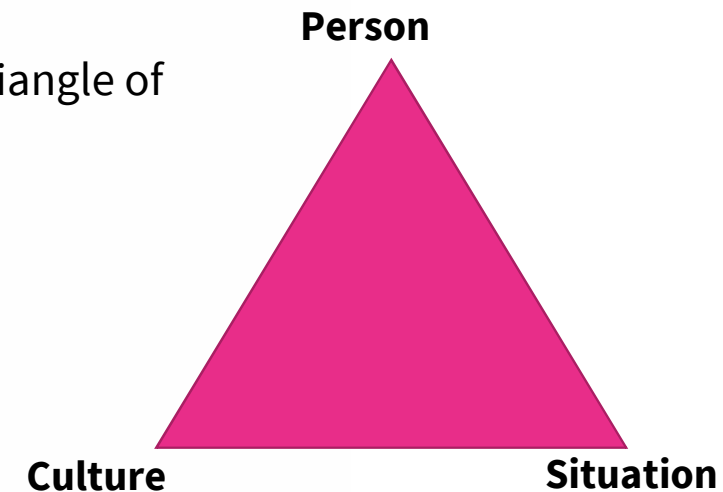
Communication in transsectoral settings



Source: <https://bosshardt-kommunikation.ch/blog/2020/erwartungsmanagement.html>

Communication – general thoughts

- Communication is about
 - how we express our internal emotions through our external behaviour (iceberg metaphor!)
 - how we prefer to interact with the people around us and our environment (temperament)
- Communication is always highly error-prone!
- Various communication models illuminate the pitfalls, especially when different communication styles clash
- Communication styles are not fixed, they always result from the triangle of

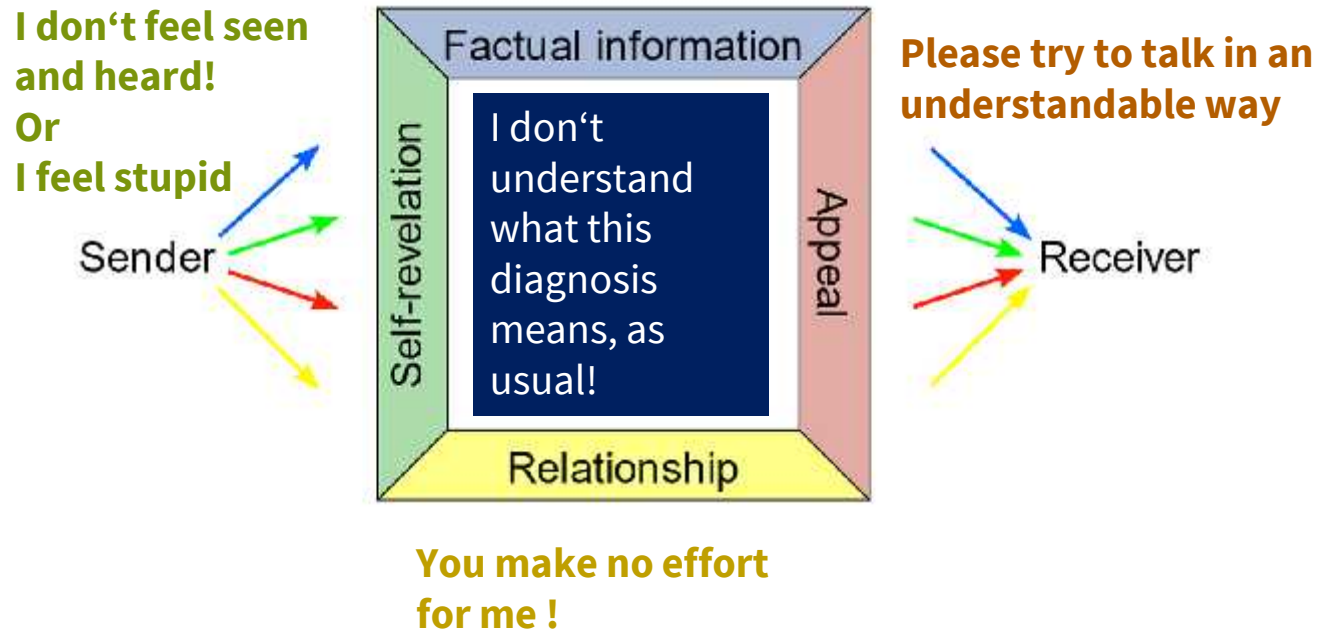


Four sides model of communication (F.v. Schulz von Thun)

Each message has actually 4 messages

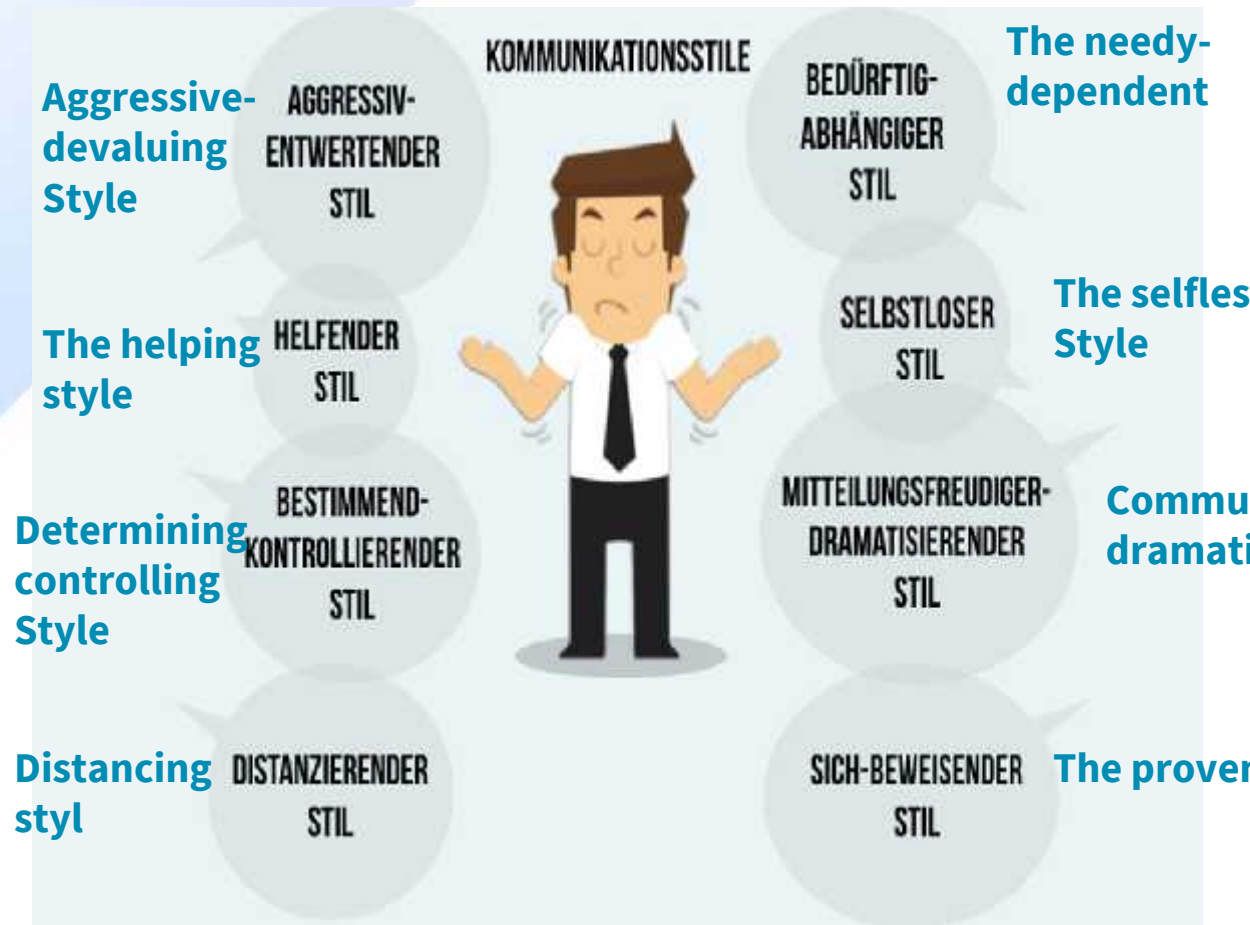
- The factual information
- A self-revelation
- An appeal
- A relationship message

The sender speaks (mostly unintentionally) with 4 tongues whilst the receiver hears with 4 ears.

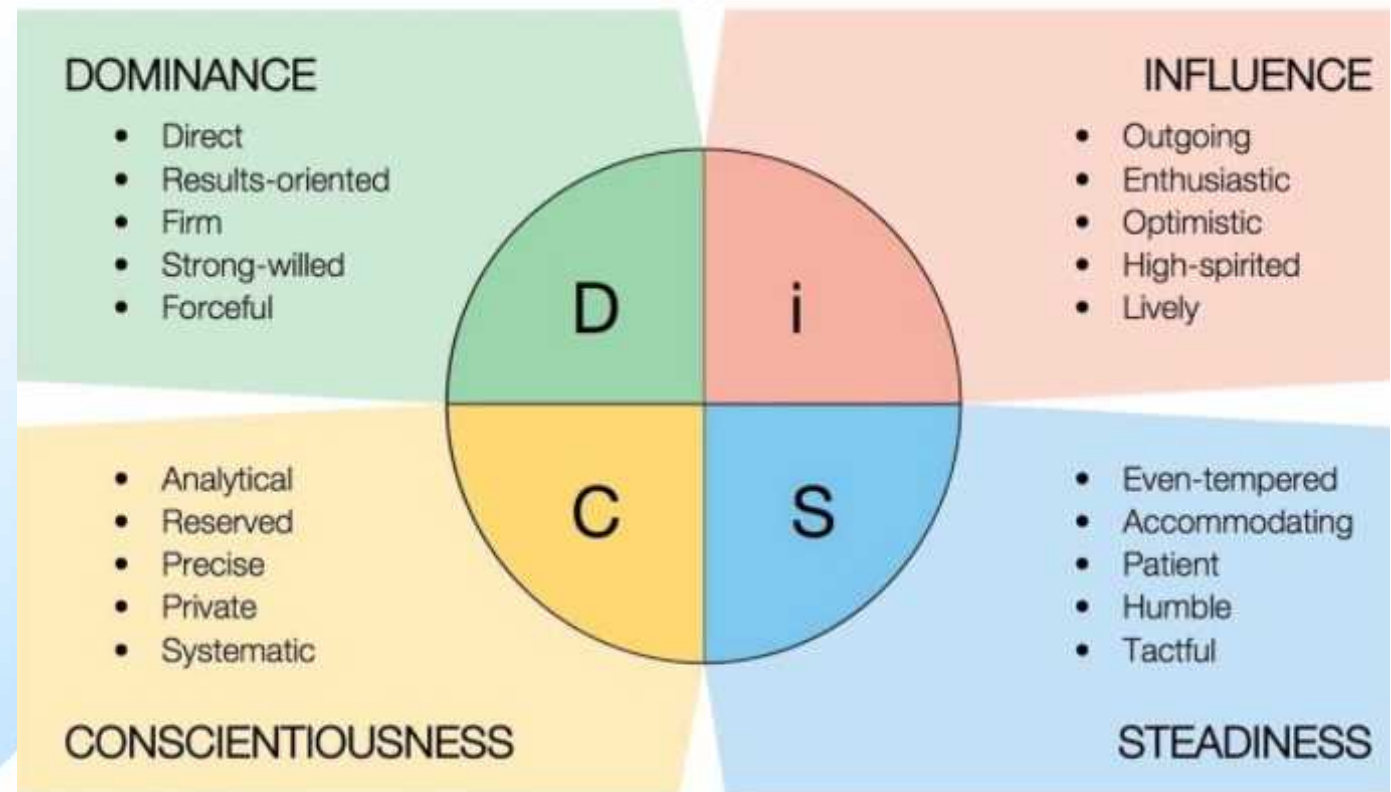


Communication and personality styles – Schulz von Thun

- Schulz von Thun characterizes ideal-typical communication styles that are associated with certain personality traits.
- In his model, he describes the origin of style (early biographical emergence of personality and communication traits), as well as strengths and weaknesses of each style



Communication styles - DiSC



Communication styles - DiSC

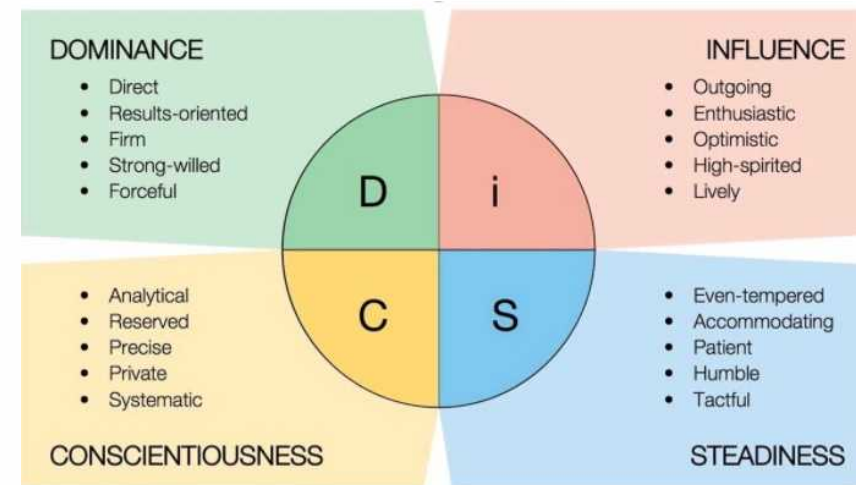
Dominance: A person primarily in this DISC quadrant places emphasis on **accomplishing results** and “seeing the big picture.” They are confident, sometimes blunt, outspoken, and demanding.

Influence: A person in this DISC quadrant places emphasis on **influencing or persuading others**. They tend to be enthusiastic, optimistic, open, trusting, and energetic.

Steadiness: A person in this DISC quadrant places emphasis on **cooperation, sincerity, loyalty, and dependability**. They tend to have calm, deliberate dispositions, and don't like to be rushed.

Conscientiousness: A person in this DISC quadrant places emphasis on **quality and accuracy, expertise and competency**. They enjoy their independence, demand the details, and often fear being wrong

Mentimeter Umfrage:



Conflict types & styles

What types of conflict can we distinguish?

- Factual conflicts
- Relational conflicts
- Perception conflicts
- Role conflicts
- Goal conflicts
- Distribution conflicts

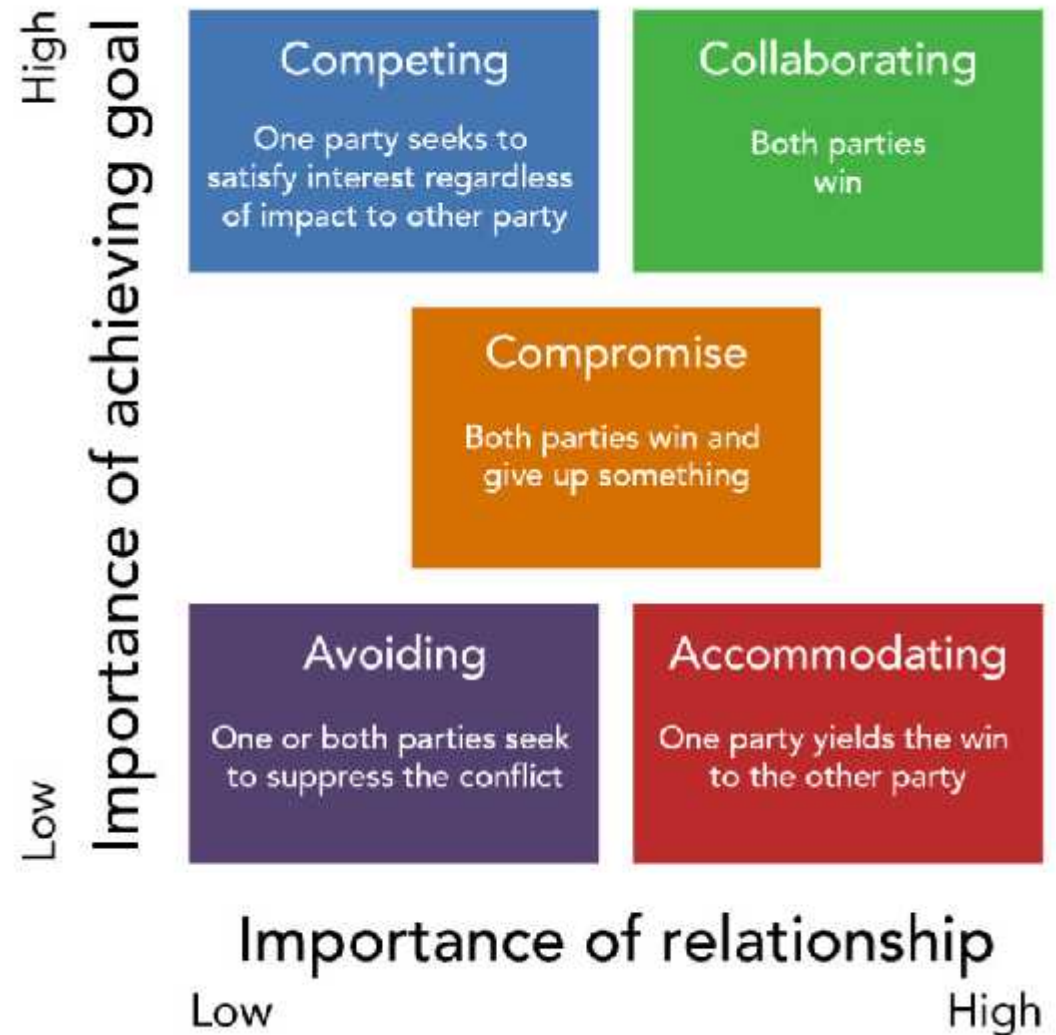


Source: <https://bookboon.com/blog/>

Conflict types & styles

What conflict styles do we distinguish?
The Thomas-Killman Model describes the following:

- Competing
- Collaborating
- Avoiding
- Accommodating
- Compromise



Intercultural Conflict Style Inventory (ICS)

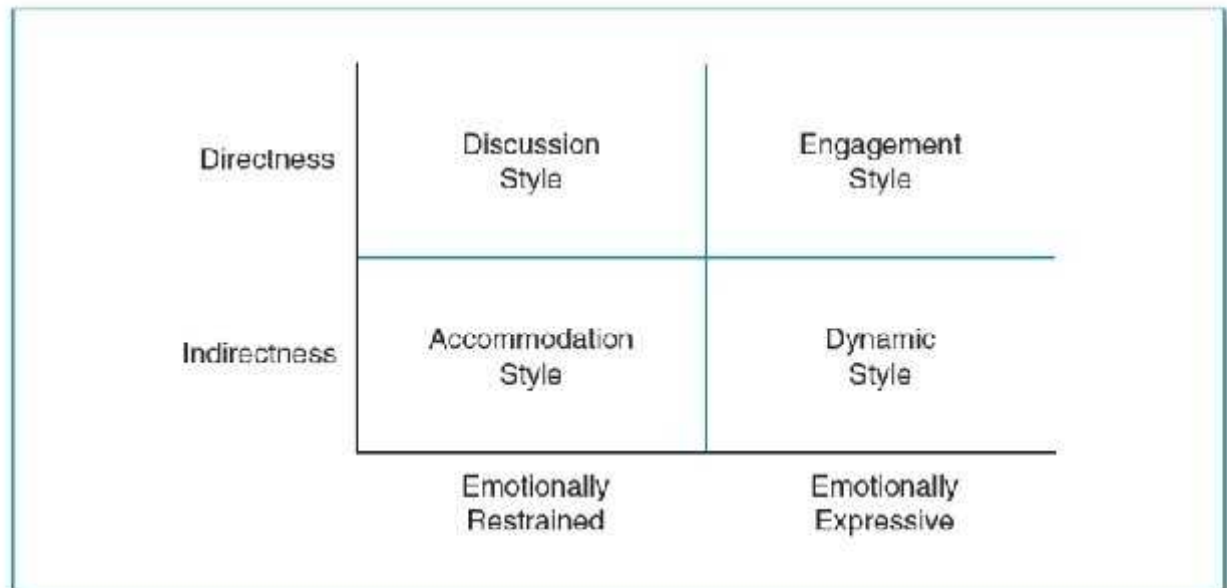
M. Hammer developed a model that is

- not culturally biased
- cross-culturally generalizable
- valid of intercultural communication & conflict style differences

The two parameters used are

- Direct vs indirect communication
- Emotionally restrained vs emotionally expressive communication

Intercultural Conflict Styles



Conclusions I

- **Communication is a highly personal topic!**
- **A good communication competence means to self reflect truly and deeply,**
 - ... to understand yourself, your communication patterns and roles
 - ... and to be empathic and able to change perspectives

Are you willing to look in the mirror?



Conclusions II

- **To train your communication skills or to support your team** you can start with the following simple yet effective tools:
 - Ask questions to clarify when in uncertain communication and conflict situations
 - Create space for meta communication
 - Self-reflect on a daily basis and train your brain!
 - Take part in trainings that focus on experiential learning (e.g intercultural trainings that fokus on „non-culture-specific“ trainings)
 - Invite self reflection by check-in and check-out questions in team meetings (e.g. here: <http://checkin.daresay.io/>)
 - Nominate staff to further train in mediation
 - Coaching-Sessions

Thank you for your attention!

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