

SWG Training course on communication, presentation, organisation of events and documentation for stakeholders



22. – 24.4.2013

Hotel Pirk, Bijeljina– Bosnia-Hercegovina

**Photo-Documentation
for the Cross-Border-Regions Drina-Tara**

Day 1

Presentation of participants

The Training started by answering the question: **Who are we?** - coming to Bjeljina from the cross-border regions Drina and Tara

NAME LOCATION	PROFESSION	ORGANIZATION	FUNCTION	SOMETHING PERSONAL
Љијана Стојанов Правосудје	инженер агрономије на докторским студијима	Агрономски центар	Председница удружења	Поборница "Здраве хране"
Magdalena PRIZOVIĆ PRIBOJ	Politikolog	kancelarija za LER	saradnik za pripremu projekata	odbojka, bilijar FILMOVI
JOVAN MILIĆ BAJINA BASTA	AGRONOM	OPŠTINSKA UPRAVA BAJINA BASTA	STRUČNI SARADNIK NA POSLOVIMA POLOPRIVREDE I VODOPRIVREDE	REKREATIVNA BAVLJEŃE SPORTOM
DEJAN ZEJAK BIJELO POLJE	AGRONOM	NGO centar za razvoj AGARPA	COORDINATOR	BICIKLI ZAM
VASO Knežević PLEVLJA	PEJZAŽNI ARHITEKTA	OPŠTINA PLEVLJA	SAMOSTALNI SAVJETNIK ZA ZAŠTITU ŽIVOTNE SREDINE	FOTOGRAF RIBOLOVAC EKOLOG
Milijana Milić	Agonom	Opština Milići	Inspektor za hranu	organska proizvodnja hrane
MUHIŽIN OMEROVIĆ	PROFESOR TEOLOGIJE	OPŠTINA SARBRENICA	TIM ZA RAZVOJ	FASCINIRAN JAPANOM ALI UČIM NJEMAČKI
MARKOVIĆ PREDEN	VELIKOPOSJEDNIK	SLUŽ	KRAJEVO	VOLIM ŽIVOT NA SELU ALI ŽIVIM U GRADU
Gero Wisschollen Regensburg, Germany	Geographen, Moderator	geografie & Service	freelancer	FCB – FCB
RAĐMIRO MIHAJLOVIĆ VIŠEGRAD	EKONOMISTA	OPŠTINA VIŠEGRAD	SSS LER	DOBAR

NAME LOCATION	PROFESSION	ORGANIZATION	FUNCTION	SOMETHING PERSONAL
KRAJČEVIĆ MARJA	PSYCHOLOGIST	Business Start-up Center	Trainer Moderator	My favorite movie "Love Actually"
Dragana Jovanović Srebrenica	dipl. ecc. Master State Managem. and M.A. ENBA Cotrugli Business School	Udruženje "Prijatelji Srebrenice"	Predsjednica Udruženja	interest: TK "Bratunac"
SLAVOLUB MLADENOVIC BRATUNAC	PROFESOR fizičke kulture	EKO-RIFTING KLUB "RZJSKA PLAŽA" - OPŠTINA BRATUNAC	PREDSEDNIK KLUBA - PREDSTAVNIK OPŠTINE	SPORTSKI ROKNIK
BOJAN Mitrović UŽICE	DIPLOMIŠANI INŽ FONA	RRA ŽLATIBOR	ADM. MENAĐER PROJEKTA	UPORAN OPTIMISTA, BORN
НИКОЛА НИКОЛИЋ УЖИЦЕ	СТРУКОВНИ МЕНАѢЕР	ЛОКАЛНИ ЕКОНОМСКИ РАЗВОЈ	РУКОВОЂИЛАЦ ОДЕЉЕНА	ОМИЉЕНА БЕНА ALICE IN CHAINS
МИЛИСАВ ВУКЕНТИЋ ЉУБОВИЋА	ДИПЛОМ. ИНЖ. ПОЉОПРИЗРЕЂЕ	ОПШТИНСКА УПРАВА ОПШТИНЕ ЉУБОВИЋА	САМОСТАЈНИ СТРУЧНИ САРАДНИК ЗА ПОЉОПРИЗ. ВОДСТВОМ УПРАВЕ ЛОС У РАЗВОЈ	НАЈУБА "ЗА ЋРБЕНУ ЗВЕЗДУ
НАЈАН ТОМЋ УЖИЦЕ	ЕКОНОМИСТА	РЕГИОНАЛНА РАЗВОЈНА АГЕНЦИЈА ЖАТИБОР	САВЕТАНИК ЗА СЕКТОРСКО СТРАТЕШКО ПЛАНИРАЊЕ	БОММ НАПТИЗАН
DRAGAN PAVLOVIC RUĐO	PROFESOR POLITIČKIH NAUKA	OPŠTINA RUĐO	NAČELNIK ZA PRIVREDU	#051 10Y
SVETLANA VUKOVIĆ	INŽENJER	CENTAR ZA ODRŽIVOSTI TIPOV COD LUNA	IZVRŠNA DIREKTORICA	OSMEH TOKOM CELOG DANA
GORDANA Savić UŽICE	EKOONOMISTA	UŽICE ODRŽIVOSTI LJUDSKA PRAVA I DEMOKRATIJA	SEKRETAR ORGANIZACIJE	-UPORNA- 56
ASINA SEKARBOVIĆ GORAZDE KOPARNA BRATONOVAC VUKOVAR	INŽENJER EKOONOMISTA	OPŠTINA GORAZDE OPŠTINA VIŠEGRAV	POSREDOVAČ LOKALNI EKONOMSKI RATNOJ SAMOSTOJNO STRANJE ZA LOR	LOKAL BAGE 6044
NOVICA ČENERIĆ RUĐO	VETERINARSKI TEHNIČAR	OPŠTINA RUĐO	ODBOBNIK	
SELJAKA BEVILKA	EKOONOMISTICA	UVOZ, PROIZVODA	IZVRŠNA DIREKTORICA	HAJKA KČERKA ROMANTIK

What would we like to learn during this training?

KNOWLEDGE SKILLS

- USVAJANJE NOVIH ZNANJA
- STICAJE NOVIH ZNALISA IZ OBLASTI KOMUNIKACIJA
- SIGURNOST PREZENTOVANJA
- POBOHŠANO SOPSVOVE TEHNIKE PREZENTACIJE
- DA BUDAMO AKTIVNI UČESNICI
- Unapređenje tehnika prezentovanja i komunikacije
- UPOZNAVANJE SA NOVIM PROGRAMIMA IZLAGANJA
- DA „USAVRŠIMO“ KOMUNIKACIJU IZMEĐU OSD I LS

RELATIONS

- Jačanje veza u regionu
- UPÓZNAVANJE NOVIH DRUGARA I DRUGARICA
- Unapređenje komunikacije između stakeholdera u D-T
- DA SE BOHO UPÓZNAJO KAO GRUPE

writing rules in mobile visualization

- please write big enough, 3 lines per card
- use the board
- this is too small
- to be readable from a distance of 8 meters

please, form small groups of 3/4 people

discuss and formulate your answers

up to 6 answers per group

please: try to apply the writing rules

Our program and the objectives of our training workshop

Training objectives

The participants :

- ... are familiarized with the basic principles of communication and the communication process itself
- ... have strengthened their abilities to provide an effective presentation
- ... know the basics on how to prepare and document an event

General schedule for our training:

<u>morning</u>	9 ⁰⁰ - 10 ³⁰	
	10 ³⁰ - 11 ⁰⁰	
	11 ⁰⁰ - 13 ⁰⁰	
Lunch	13 ⁰⁰ - 15 ⁰⁰	
<u>afternoon</u>	15 ⁰⁰ - 16 ⁰⁰	
	16 ⁰⁰ - 16 ³⁰	
dinner	16 ³⁰ - 18 ⁰⁰	
	~ 19 ⁰⁰ / 20 ⁰⁰	

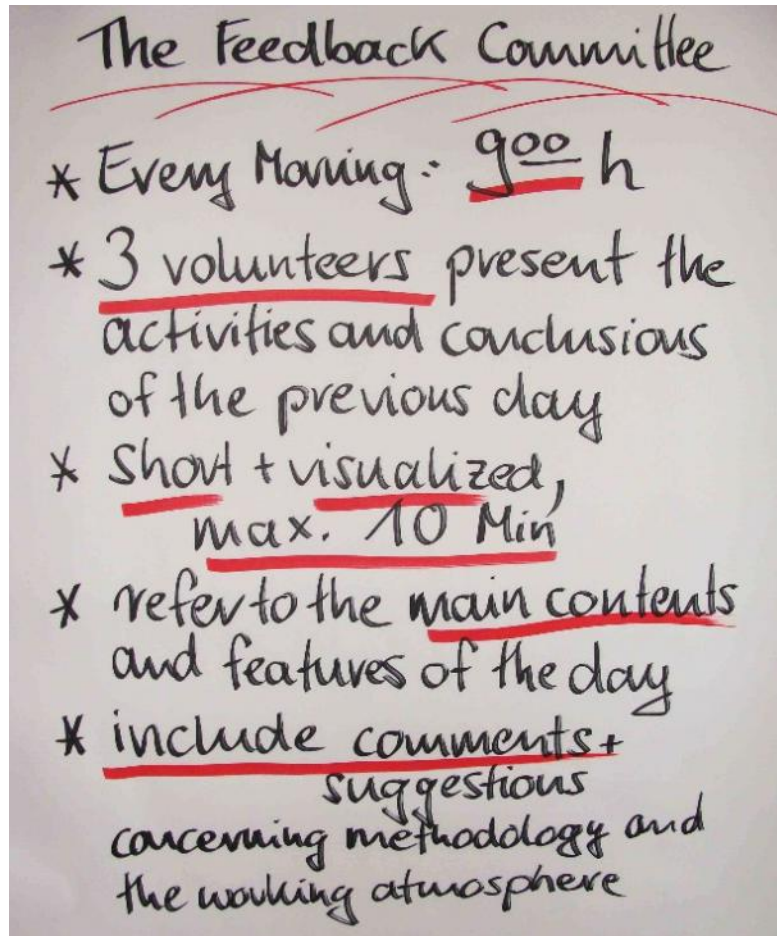
The second important question is: **what are we going to do?**

The time schedule agreed by the participants will be respected furtheron during the next days

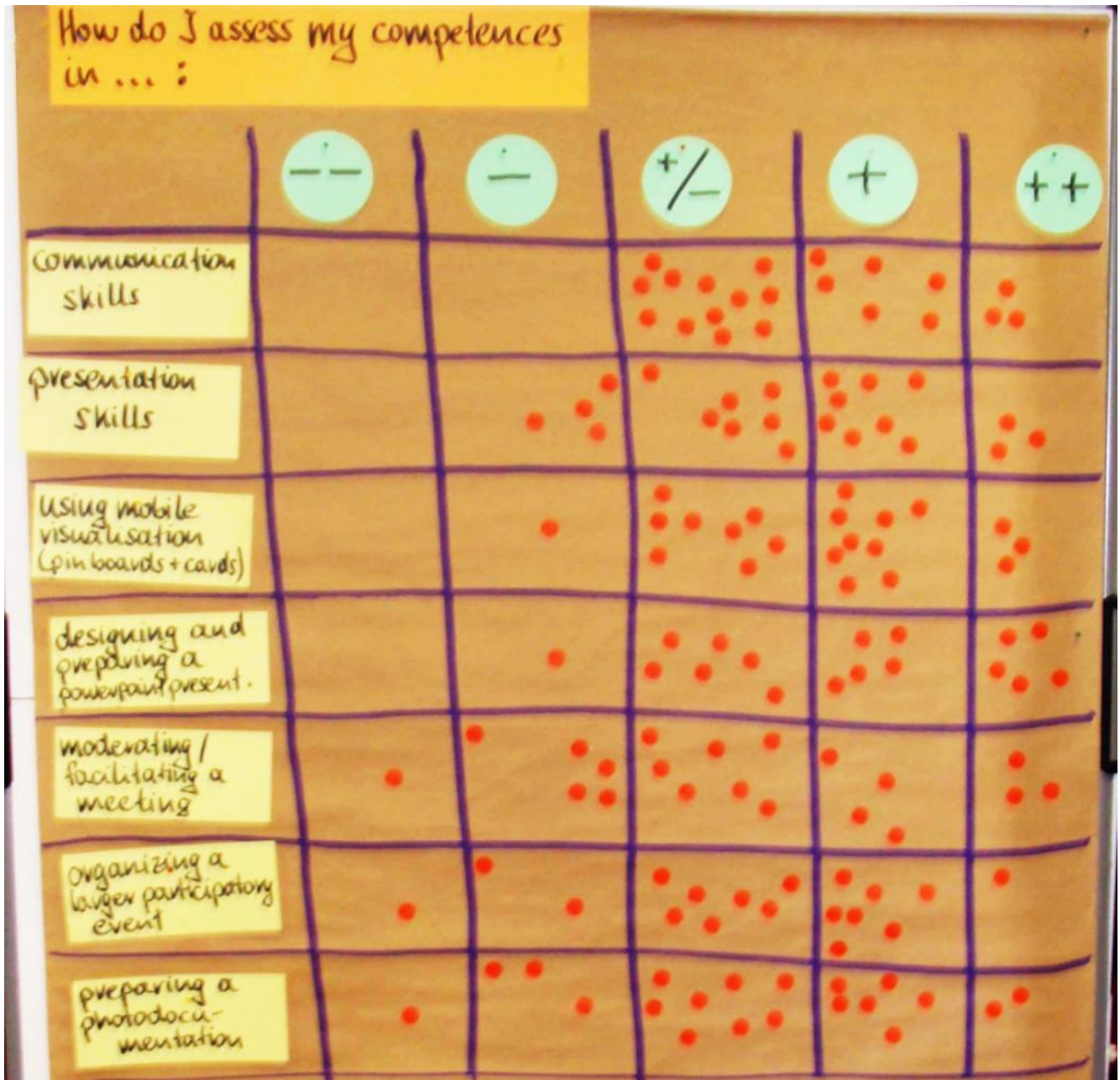
OUR PROGRAM FLOW

	MORNING SESSIONS 9.00 - 13.00	AFTERNOON SESSIONS 15.00 - 18.00
MONDAY 22/04/13	opening introduction expectations communication process & skills	7 C's of communication & more skills FEED BACK
TUESDAY 23/04/13	communication games 2nd part presentation skills	group work prepare presentations group work presentations
WEDNESDAY 24/04/13	group presentations Event organisation	Planning events & Documentation

A Feedback committee reflects and summarizes every morning the content of the past seminar day



A **self-assessment** as part of the introduction to our topics
and as a reference for the group

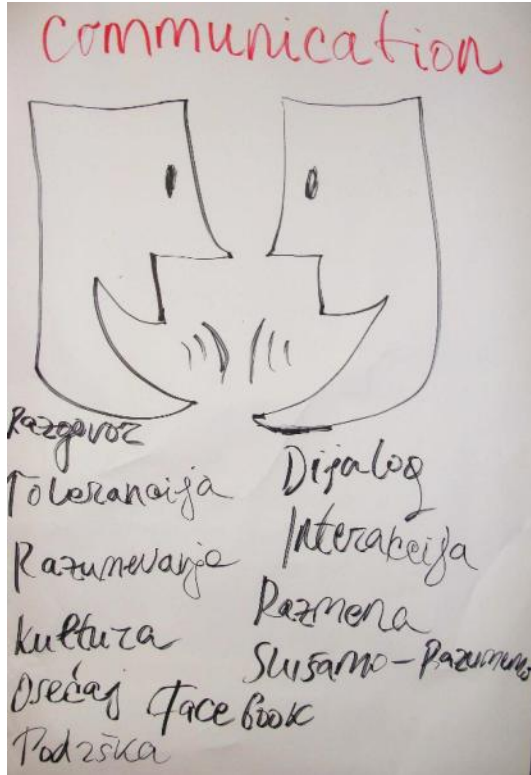


After answering: 'who are we?' and 'what are we going to do?' the third initial question for a participatory event is :

How are we going to work?



Communication-exercise: House – Tree – Dog



What is your first association when you hear `communication`?

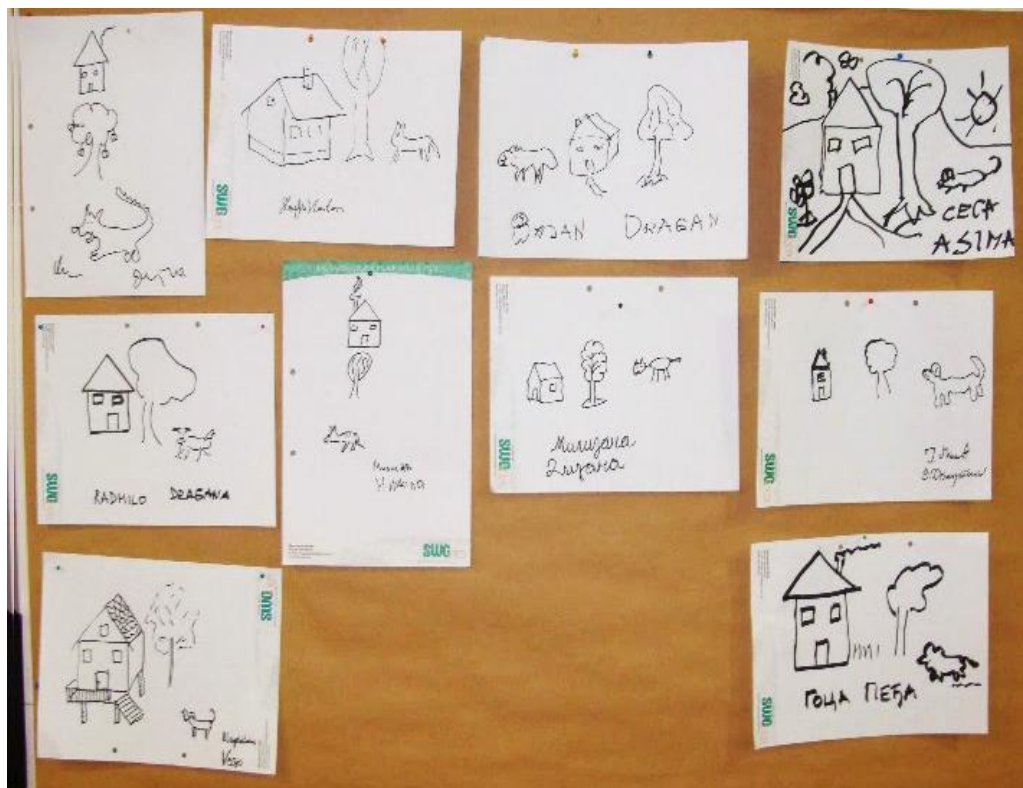


Communication exercise: "House - Tree - Dog"

Rules:

- > Design/draw: house-tree-dog
- > Team work 
- > 1 marker - driven by both "artists"
- > No words!
- > Time: max. 5 Min
- > Signatures on the drawing

Communication-exercise: House – Tree – Dog



1. How did you feel during the exercise?

- interesting
- need trust
- not easy
- negotia
- nepoznavanje partnera

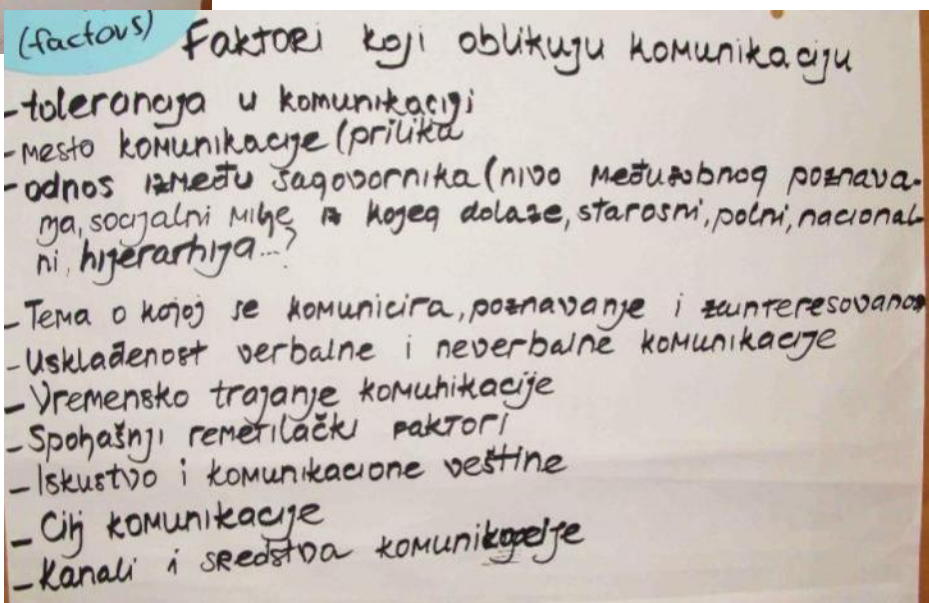
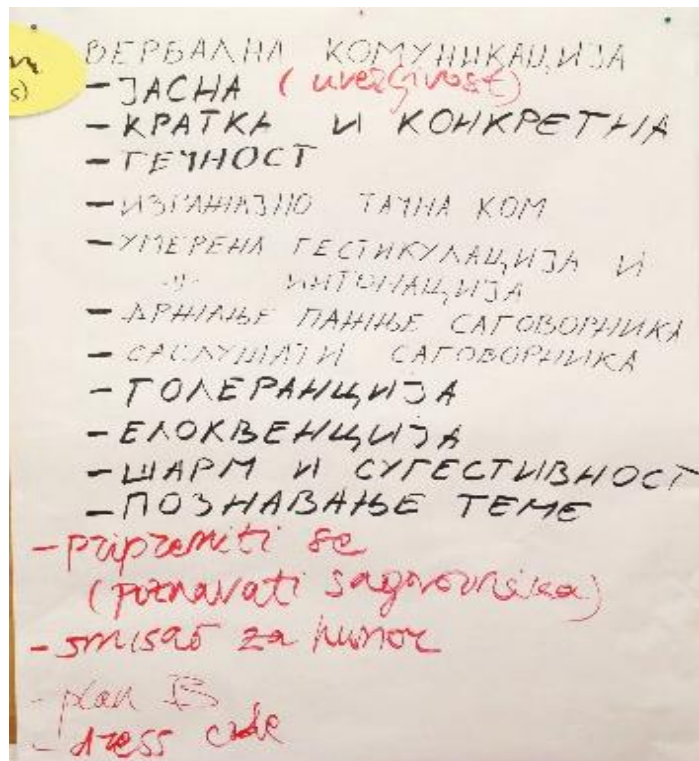
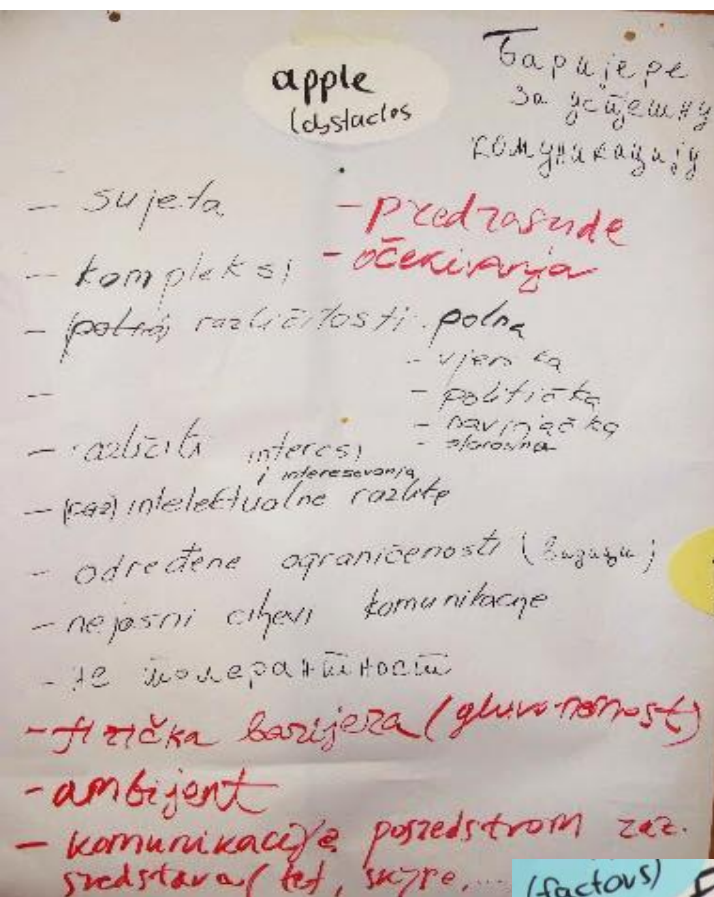
2. What makes communication better?

- trust
- clear goal
- non verbal

Group work on communication

Please discuss one of the following questions in the respective group:

1. What are factors of interpersonal communication?
2. What are barriers for communication?
3. What are communication skills?



1. How did you feel during the exercise?

- relaxed
- brainstorming/confused
- concentrated
- funny
- positive
- excited
- confident/established partnership
- cooperative

Refelctions to the group work, by the participants

2. What makes communication better?

- good cooperation
- sharing
- joint action
- eye contact
- good non verbal communication

Factors of interpersonal communication and communication skills



Barriers of communication



After lunch break a short energizer helps to continue and to remember the names of the participants: **the name-game**



All participants stand in a circle. One person starts with saying his/her own the name and the name of the neighbour on the right side. The next repeats the names and adds the name of the right neighbour, as long as everybody was on one`s turn.



Exercise: A man tells to a woman...

a well-known situation:

a man tells to a woman, who is actually driving the car:

"the traffic light is green!"

How will the woman react?

I can see, I'm not blind
it's green
(I would let him drive)
thank you
do you have to say it every time...
(...)

What did the man want to tell her?

Women are not good drivers as men
just go ahead
Should have been ready at the yellow
(silence)
(...)

On what depends the woman's reaction?

tone of his voice
the physical situation
total condition at that moment
may she can not defer the colours
and their relation at this moment
how often he says things like that
is somebody else in the car
her perception of what he is saying
who owns the car

на је изјављено

JASNA

NEĐVOŠMISLEN

TIPEČAŽHA

KRATKA i JASNA

BEZ IMPERATIVA

Dobro namjereno

ГЛАЧА

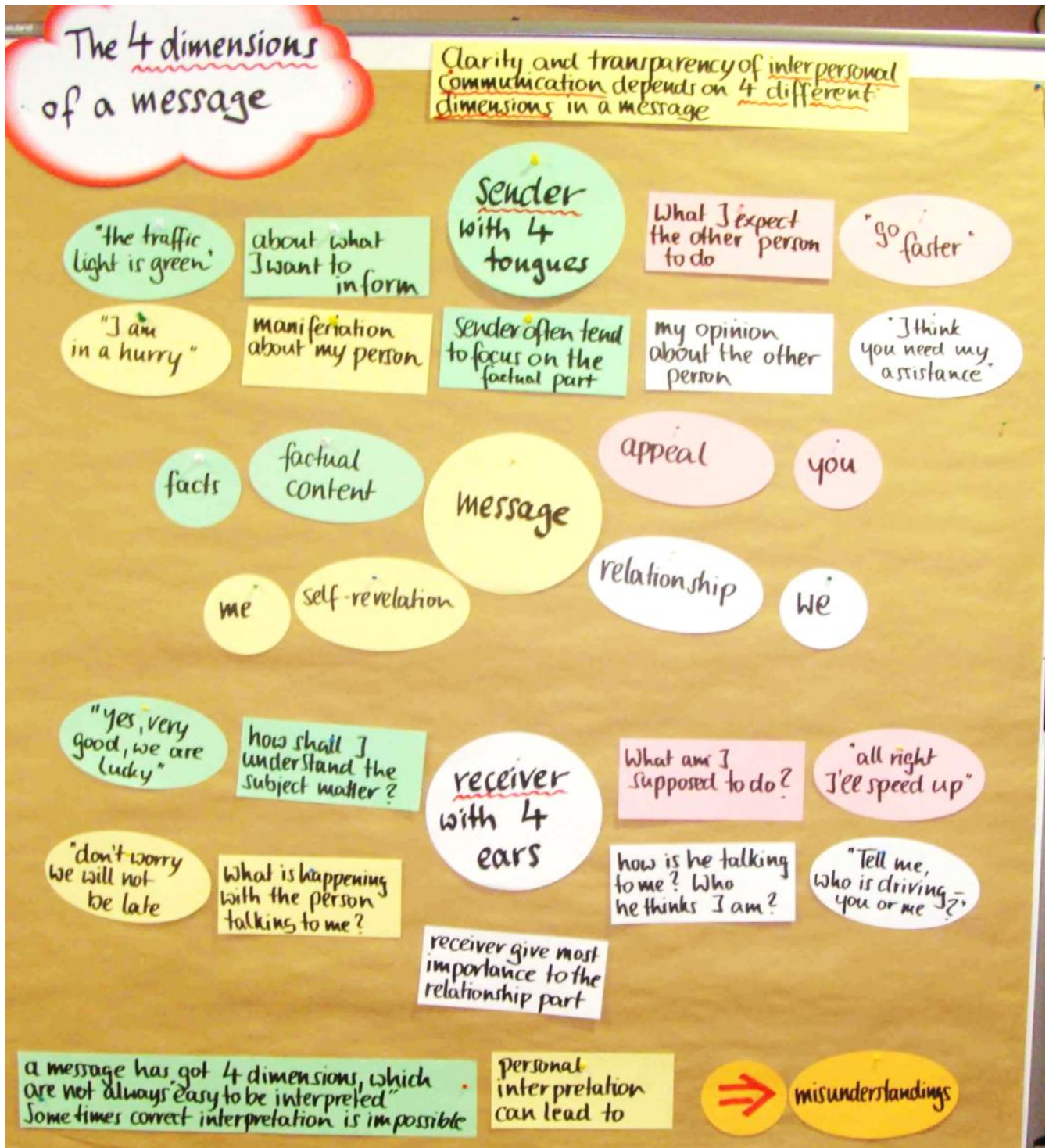
ПОБАЗИТА

The reason for such a diversity:

Sender's and Receiver's

→ **factual content,** → **self-revelation,**
 → **appeal** and → **relationship**

can bring up many options and reactions!



The 7 C's for a good message and communication

The 7 C's of communication

Clear

be aware of
Your goal

What is your
purpose
to communicate

minimize
number of
ideas!

Concise

Stick to
the point

Keep it
short

Concrete

Create clear
picture of what
you are telling

focus on
the idea

give details
and facts

Correct

use correct
language &
grammar

Choose
words

Coherent

connect
the points

logical flow
-sequence of
ideas

Complete

clearly explain
what the receiver
is expected to do

include
call for action
in the message

Courteous

be friendly,
open, honest

no hidden
ideas/passive
tones

The art of asking the right question

the art of asking the right questions

... being a moderator

> Questions are a powerful tool for the moderator to encourage the exchange of experiences and stimulate different opinions

> Questions give guidance to a discussion, therefore the moderator has a big responsibility to put the "right question"

open questions

"What topics should we deal with in today's group session?"

= central type of question in a facilitation

... permits different answers

closed questions

Can we move on to the next step now?

... can be answered only with "yes" or "no"

should be used very little for content related work - helps structuring

alternative questions

Should we continue working on this item or move on to the next point?

... appropriate if a decision between two alternatives is to be made

needs to be carefully considered: may split the group into two camps

returned question

"Shouldn't we speak to the director?"
"What do the others think?"

... a specific manner of dealing with questions

a question dealing with content is passed back to the group

rhetorical question

"Do we want to go on with this topic forever?"

= unsuitable for a facilitation - undermines the atmosphere of openness

... often asked to stifle contrary opinions

suggestive question

"Surely you share my opinion that ..."

is considered a "trick" question and should be avoided!

... manipulative question to move those being questioned to agree

counter question

"When are we finally going to the next item? Why are you asking this?"

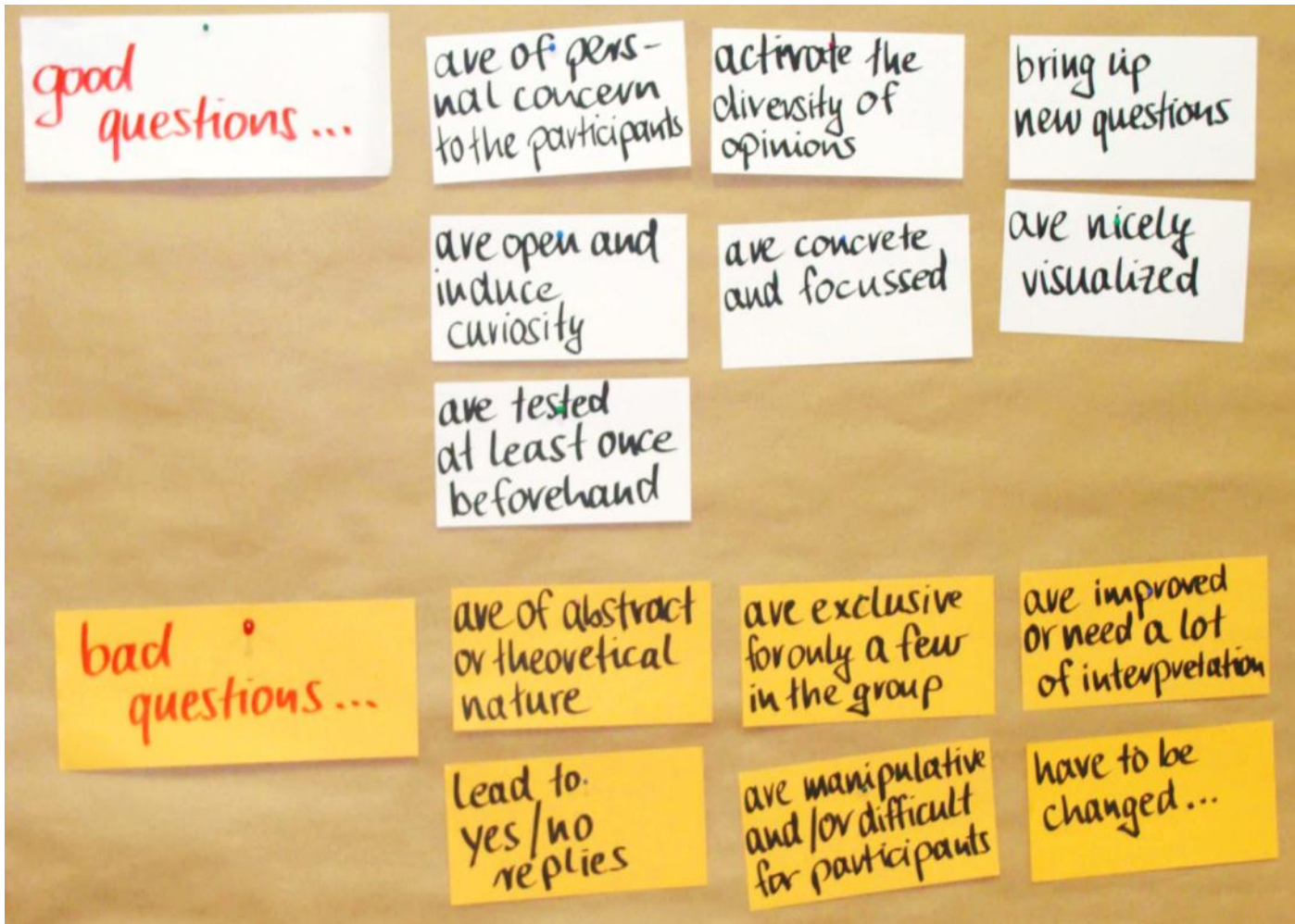
every question calls for a response - to escape the pressure mirror it

can be irritating if used repeatedly

good questions ...

bad questions ...

Good and bad questions



Exercise: Active Listening:



Exercise: Active listening



An Expert Advisory Group on Organic Agriculture is established for the WB region. Is the Organic Agriculture important for the development of rural areas?

Observations from the audience

- understood essence
- followed up to each other
- gestures/body language: approval
- nodding the heads
- they shared their opinion

A and B

- focussed on what the other says
- perhaps, my background helped me in the topic

Formirana je Savetodavna expertska grupa za organsku poljoprivredu u regionu Dina-Tara. Da li je organska poljoprivreda važna za razvoj ruralnih oblasti?

Feedback as a communication instrument – especially for moderators, trainers and decision-makers



At the end of day 1 a feedback was given verbally by the participants by doing a flashlight.