

PRSK – COMMUNICATION PSYCHOLOGY WORKSHOPS

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Agenda

- **Communication Psychology Topics**
- Organization
- Workshop Techniques and Facilitation (Moderation)

Communication Psychology Topics (chosen by us)

- **Understanding communication a bit better: Transactional Analysis**
(source to start with: [Transactional Analysis](#) [p.181-197, ego-states, communication styles, games])
- **What to do in case of: Conflict Management**
(sources to start with: [Conflict Definitions](#) [p.56-62], [Conflict-Escalation-Steps](#) and [How to solve, Th-Kilmann-Conflict-Model](#))
- **The driving force: Motivation**
(sources to start with: [Motivation](#), [Motivation Theories](#) (Attention: last figure shows an error) and [Motivation Theories](#))
- **There is more to say about it: Teamwork**
(sources to start with: [Teamwork Benefits](#), [Tuckman's Team Stages Model](#) , [Team Roles](#), [Team Roles á la Belbin](#))

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- **Organization**
- Workshop Techniques and Facilitation (Moderation)

Learning Goals

LEARNING GOALS: THE STUDENT IS ABLE TO ...

LG 1

... act in a professional manner applying knowledge of communication psychology.

Assignment: Workshop “Com psychology”

- 1 day interactive workshop day (“Stuhlkreis”)
- Prepare and hold a workshop in duo’s
- Set of given topics to choose from

- **Presence during workshop day mandatory**
- **No retake possibility**
- **50% of final grade**

Workshops on Communication Psychology

- Workshop of **60 min** in pairs on one topic of:
 - Transaction Analysis
 - Motivation
 - Teamwork
 - Conflict Management
- Requirements:
 - No laptops/pres/video/beamer
 - Interactive, involving the group

**For distribution of students to workshop groups
see separate file on Canvas.**

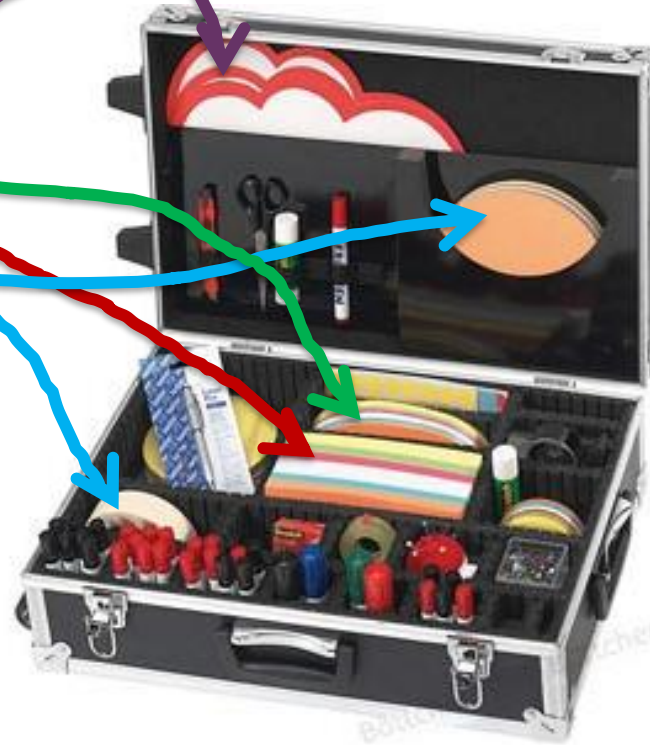
Time, e.g.	<room on campus>
9:00	<i>Welcome</i>
9:15	Workshop TA
10:15	Feedback
10:30	Workshop Motivation
11:30	Feedback
11:45	<i>Lunch Break</i>
12:30	Workshop Teamwork
13:30	Feedback
13:45	Workshop Conflict Mgmt
14:45	Feedback
15:15	<i>Windup</i>

Agenda

- Communication Psychology Workshop Topics
- Organization
- **Workshop Techniques and Facilitation (Moderation)**

The Moderator's Box

- Cards in different sizes
 - “**Clouds**” for visualizing questions
 - **Ovals** for headlines
 - Large **rectangles** for collecting ideas
 - “**Circles**” for annotations
- Scissors, tape, magnets, pins
- Pens for whiteboard
- Pens for cards / flip charts



Workshop Techniques

- Brainstorming / collect ideas with cards, structuring and prioritizing (“Stuhlkreis”)
- “flashlight” (asking for a quick vote, e.g. do we need a break?, where to proceed, ..)
- Role games, Games, Sketches, Theatre, ..
- Discussion of or asking for examples / experiences
- Case studies
- Group Work / Individual Work
- ..
- Sources: [library on techniques](#), [workshop methods](#), [facilitation techniques](#), [group facilitation](#),

One may from time to time (*not as facilitator, but in PRSK*)

- Give a definition yourself, perhaps with prepared material
- Show prepared diagrams / illustrations (inner part of a whiteboard, flipchart-paper, ..)

Role of Facilitator (Moderator) during workshop

LOGISTICIAN

- Ensures the panelists show up on time.
- Finalizes the room set.
- Makes sure the A/V is working.

TIMEKEEPER

- Makes sure the panel starts and ends on time.
- Follows the time frames on the agenda.
- Doesn't spend too much or too little time on any one single element.

FACILITATOR

- Sets the agenda and creates an interesting format.
- Keeps the conversation lively and on track.
- Balances panelist participation and intervenes as needed.

ENERGIZER

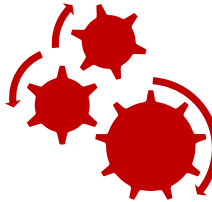
- Models energy and enthusiasm.
- Works the room and engages the audience.
- Injects a little humor where appropriate.

CAREGIVER

- Sets breaks when audience gets tired
- Visualizes (intermediate) results
- Deals with interruptions (drifting away, use of mobile devices, latecomers, ..)

NEUTRAL & OBJECTIVE

- Doesn't show bias or favoritism toward any particular side, faction or person.
- Knows enough about the topic, terms, key issues and acronyms to guide the conversation.
- Withholds own personal opinions and judgment.



In general: What is Facilitation (Moderation)?

Facilitation (moderation) is an often (mis-)used word:

- Consulting
- in the entertainment business
- for information at conferences (building bridges)
- in education / IT-world (e-Learning, school)
- as conflict resolution (e.g. Stuttgart 21, divorce)
- as guidance through a (show) debate

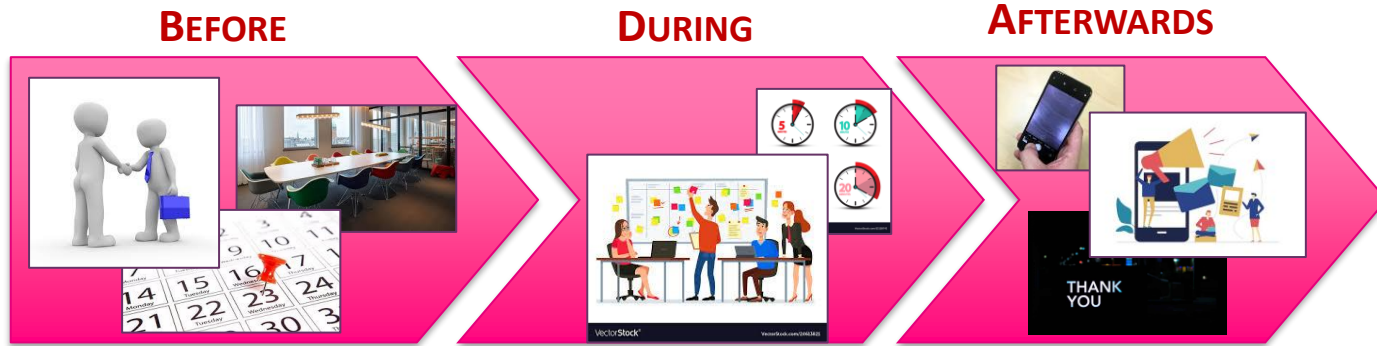


In a professional context, **facilitation**

- helps to facilitate **group** work,
- used for **finding / evaluating** problem solutions and/or ideas within the group.

Sources: [Guide to facilitation](#),

In general: Phases of Facilitation (Moderation)



- Agree with “client” on goal, constraints and participants
- Plan rooms, time and methods/material
- Prepare methods
- Invite participants

- Give introduction, set context and goal, explain constraints
- Guide through process
- Handle problems
- Take care of time
- Visualize and wrap up (repeatedly)

- Make minutes (on results), quite often in form of pictures / fotos
- Send minutes / results to client and participants

Your Tasks in the Workshop

While “doing your own workshop”:

mix of facilitator and learning enabler using workshop techniques

While participating in the workshops of the others

Be an active participant and reflective on methods observed

Setting:

“Stuhlkreis” - no one can hide behind a desk/table

No laptops/beamers/...