

Η σημασία της επικοινωνίας στις ομάδες

How to improve team communication



Teamwork



Collaboration

Working together towards a common goal.



Communication

Sharing information and ideas effectively within the team.



Trust

Having confidence and reliance on team members.



Cooperation

Combining individual strengths and skills for collective success.



Support

Providing assistance and encouragement to team members.

Επικοινωνία σε ομαδικό πλαίσιο

Η ομάδα ως σύστημα σχέσεων, όχι μόνο ρόλων

Η επικοινωνία επηρεάζει:

- τη συνεργασία
- τη λήψη αποφάσεων
- τη διαχείριση συγκρούσεων
- την απόδοση και την ψυχολογική ασφάλεια

Επικοινωνιακές προκλήσεις στις ομάδες

- Παρερμηνείες και υποθέσεις
- Σύγκρουση και αμυντική στάση
- Έλλειψη εμπιστοσύνης

8 Tips for **ACTIVE LISTENING**

PARAPHRASE.

Try to paraphrase what the student said to make sure you understand and to show that you are paying attention.

ASK QUESTIONS.

Ask questions to encourage the student to elaborate on their thoughts and feelings.

USE POSITIVE BODY LANGUAGE.

Show that you are engaged and interested by nodding, facing the other person, and maintaining an open and relaxed body posture.

SHOW EMPATHY.

If the student voices negative feelings, try to validate them. Consider why they feel this way and put yourself in their shoes.

AVOID JUDGMENT.

Your goal is to understand your student's perspectives. Try not to interrupt with your own opinions while the student is speaking.

LISTENING MAY BE ENOUGH.

We may be tempted to "fix" the problem, but at times, students just want us to listen.

EVALUATE THE CONVERSATION.

After you have fully taken in what the student has said, take a moment to evaluate the conversation.

DON'T GIVE ADVICE TOO QUICKLY.

Allow the student to finish speaking before attempting to give advice. You want to make sure that you fully understand them first.

Μη Βίαιη Επικοινωνία (NVC)

- Προσέγγιση του Marshall Rosenberg
- Επικοινωνία με ενσυναίσθηση
- Σύνδεση αντί σύγκρουσης

Τα 4 βήματα της NVC

- Παρατήρηση (χωρίς κρίση)
- Συναίσθημα
- Ανάγκη
- Αίτημα

Clearly expressing
how I am
without blaming
or criticizing

Empathically receiving
how you are
without hearing
blame or criticism

OBSERVATIONS

1. What I observe (see, hear, remember, imagine, free from my evaluations) that does or does not contribute to my well-being:
"When I (see, hear) . . . "
1. What you observe (see, hear, remember, imagine, free from your evaluations) that does or does not contribute to your well-being:
"When you see/hear . . . "
(Sometimes unspoken when offering empathy)

FEELINGS

2. How I feel (emotion or sensation rather than thought) in relation to what I observe:
"I feel . . . "
2. How you feel (emotion or sensation rather than thought) in relation to what you observe:
"You feel . . . "

NEEDS

3. What I need or value (rather than a preference, or a specific action) that causes my feelings:
" . . . because I need/value . . . "
3. What you need or value (rather than a preference, or a specific action) that causes your feelings:
" . . . because you need/value . . . "

Clearly requesting that
which would enrich my
life without demanding

Empathically receiving that
which would enrich your life
without hearing any demand

REQUESTS

4. The concrete actions I would like taken:
"Would you be willing to . . . ?"
4. The concrete actions you would like taken:
"Would you like . . . ?"
(Sometimes unspoken when offering empathy)



Μείωση συγκρούσεων

Ενίσχυση εμπιστοσύνης

Ψυχολογική ασφάλεια

Συμπερίληψη διαφορετικών φωνών

Βιώσιμη συνεργασία

NVC στην εκπαίδευση

- Ασφαλές μαθησιακό περιβάλλον
- Ενεργητική ακρόαση
- Συμπεριληπτική τάξη

Διαπολιτισμική επικοινωνία

- Πολιτισμικοί κώδικες
- Γλώσσα και ταυτότητα
- Επικοινωνία σε πολυπολιτισμικά περιβάλλοντα

Διαπολιτισμική εκπαίδευση

- Σεβασμός στη διαφορετικότητα
- Ισότιμη συμμετοχή
- Διαχείριση πολιτισμικών διαφορών

Σύνδεση NVC & διαπολιτισμικής προσέγγισης

- Καθολικές ανθρώπινες ανάγκες
- Ενσυναίσθηση
- Συμπεριληπτική επικοινωνία

Benefits of **Effective Workplace Communication**

Better Engagement

Engaged employees are 59% less likely to look for a new job, which is essential in retaining top talent in your organization.

Greater Loyalty

Loyal employees are assets to any organization. Effective communication helps foster loyalty and commitment.

Increased Morale

Positive communication leads to higher employee morale, contributing to a more enjoyable and productive work environment.

Better Collaboration

Efficient communication is essential for successful team collaboration, enabling better problem-solving and innovation.

Improved Productivity

Companies with effective communication are 50% more likely to outperform their peers in terms of financial performance.

Fewer Conflicts

Good communication can help prevent and resolve conflicts, keeping the workplace harmonious.

Reduced Churn

Effective communication can lead to a 50% reduction in employee turnover rates, saving your organization time and money.

Greater Motivation

Open and honest communication motivates employees, as they feel valued and understood.