

Communication skills & negotiation for researchers

This highly interactive one-day workshop is designed for early career researchers and PhD students – primarily those working in scientific or technology-focused disciplines – who would like a better understanding of communications and negotiation to support their professional development in the academic environment. The training is specifically designed to help address the opportunities and challenges of communicating complex ideas and research. Places on the workshop are limited to a maximum of 20.

Registration by January 12th to: siri.bye@ntnu.no.

OCEAN SCHOOL OF INNOVATION

*Wednesday 7th of February 2018
08.30-16.00
Scandic Lerkendal
Kløbuveien 127A*

*The workshop is free for all
Ocean School-candidates*

Lunch buffet will be served

Registration by January 12 to:
Siri Bye G. Johansen
siri.bye@ntnu.no
Phone: 915 51 574

We will explore the concept of **communication** as it relates to the research/academic environment and look at its various components: focusing on the need for different approaches depending on your audience and what you want to achieve. We will look briefly at the psychology of communications, discovering ways to deal with different types of behaviour and to create trust and empathy

Then we will move on to situations that involve some kind of **negotiation**: understanding the core principles and discovering some useful tools. Negotiating effectively usually requires some comprehension of our own motivations and behaviour – especially in potentially stressful situations – so we will use a selfassessment tool to gain some insight into this. We will also learn some tips for **presenting ideas** effectively.

Finally, delegates will have the opportunity to **practise** what they have learned in an extended exercise, focused on creating a clear, concise and understandable message, and presenting this in a persuasive way that is appropriate for a specific audience. We will examine feedback from this exercise in a constructive way and identify the key learning points from the workshop.

By the end of this workshop, participants will:

- Feel more confident in their communications with academic colleagues and other professional contacts
- Understand the different elements of communication and learn techniques to build trust and empathy
- Discover the key principles of persuasion
- Learn proven ways to present ideas quickly and effectively
- Understand a range of approaches to negotiation and the tactics most likely to succeed
- Identify their personal approach to dealing with potentially difficult situations and explore alternative strategies
- Have planned, observed and taken part in a discussion and negotiation where different people's needs and interests must be explored, understood and taken into account to achieve a successful outcome.

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Programme

Session 1: Understanding communication

- 0830** The first minute
- 0831** What comes out of NTNU and what do we need to communicate?
[group exercise]
NTNU's outputs | differing motivations, sectors, people
"Thinking like them" [group exercise/case study]
- 0850**
- 0915** Communication essentials
The elements of communication | communications media | the dangers of email | active listening | mirroring
- 0950** Communications psychology [presentation, discussion and demonstrations]
Assertive and aggressive behaviours | behaviour categories | creating trust and empathy
- 1025** Break

Session 2: Negotiations

- 1040** Negotiation essentials: principles, positions and interests
[interactive presentation and discussion]
- 1140** Extra tools for negotiators [interactive presentation and group exercise]
Creating your 'plan B' | going to the balcony | asking questions
- 1150** Self analysis: understanding our own motivations [self-assessment exercise and discussion]
- 1215** Presenting your ideas effectively [demonstration, presentation and discussion]
The first two minutes | like a story – draw them in - problem – solution – action
- 1240** Summary of key learning points
- 1245** Lunch

Session 3: Influencing others

- 1330** Misaligned communications [video and discussion]
- 1340** The principles of persuasion [interactive presentation and video]
- 1400** **An exercise in persuasion and negotiation: getting to know you...** [group exercise]
Briefing and explanation [5 mins]
Breakout groups, read brief [5 mins]
- 1410** *Getting to know you...* Planning, preparing and coaching for the exercise
- 1440** Tea/Coffee
- 1455** *Getting to know you...* The meeting [group exercise]
Observed meeting with the other party [20 mins]
Feedback, discussion and analysis [30 mins]
- 1545** Summary of the day and action plan
- 1600** Evaluation, hand-outs, close up



OCEAN SCHOOL OF INNOVATION

Host of the day

Robert Marshall provides training, coaching and advice in negotiation, conflict resolution and management development for a wide range of private and public sector clients Worldwide.

He has worked as Director of Research & Business Services at the University of East Anglia, Head of Technology Transfer at the University of Cambridge, and before that in manufacturing management, research management and as a quality manager.

Robert has many years of practical experience in the successful negotiation of commercial contracts and agreements, and a long-standing professional interest in the psychology of the workplace, staff motivation and dispute resolution.