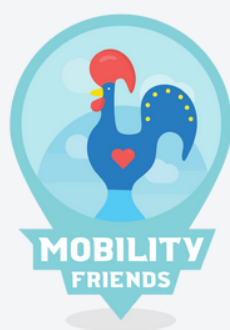


XXI CENTURY SKILLS

EFFECTIVE COMMUNICATION AND COLLABORATIVE SKILLS



Your Mobility Partner

COURSE OVERVIEW

Effective Communication and Collaborative Skills is a dynamic and interactive training course designed to empower participants with the essential tools to communicate clearly, work productively in teams, and build positive relationships in a variety of contexts.

The course explores the key principles of effective verbal and non-verbal communication, active listening, and assertiveness, while also focusing on the foundations of successful teamwork, collaboration, and conflict resolution. Participants will engage in practical activities, group discussions, and real-life scenarios to develop their confidence in expressing ideas, giving and receiving feedback, and managing diverse perspectives. Special attention is given to intercultural communication and digital collaboration, preparing learners to thrive in today's multicultural and technology-driven environments. By the end of the course, participants will be able to communicate with clarity, collaborate efficiently, and contribute to creating supportive and high-performing teams, whether in educational, professional, or community settings.

TARGET AUDIENCE

This course is designed for students, teachers, educators, and professionals who wish to enhance their communication and collaboration skills in academic, educational, or workplace environments. It is ideal for individuals seeking to improve their ability to interact effectively, work in teams, and contribute positively to group dynamics.

The course is particularly relevant for those who want to develop strategies for clear communication, successful teamwork, conflict management, and productive collaboration in multicultural and multidisciplinary settings.

REQUIREMENTS

To take part in the course, participants must meet the following requirements:

- Have at least a B1 level of English (independent user);
- Complete and submit the registration form before the start of the training;
- Bring a laptop or tablet to use during the sessions;
- Commit to active participation and attend at least 80% of the course.

COURSE OBJECTIVES

The objectives of the course are:

- Understand the fundamental principles of effective communication and collaboration.
- Develop practical skills for clear verbal and non-verbal communication in diverse contexts.
- Improve active listening, empathy, and assertiveness when interacting with others.
- Learn to give and receive constructive feedback to promote mutual understanding and growth.
- Build strategies for successful teamwork, including setting shared goals and managing group dynamics.
- Enhance conflict management and negotiation skills within collaborative environments.
- Strengthen intercultural and digital communication competencies for global teamwork.
- Foster a positive, supportive, and inclusive atmosphere in teams, classrooms, or workplaces.

CONTACTS AND REGISTRATION

For registrations, additional information, or budget requests, please contact our team by email at trainingcourses@mobilityfriends.org or visit our website at www.mobilityfriends.org.

LEARNING OUTCOMES

Upon successful completion of this course, learners will be able to:

1. Communicate ideas clearly and confidently in both verbal and written forms.
2. Demonstrate active listening and empathy in interactions with others.
3. Use assertive communication techniques to express needs and opinions respectfully.
4. Interpret and apply non-verbal communication cues in different situations.
5. Give and receive constructive feedback to enhance individual and group performance.
6. Work effectively in teams, contributing to shared goals and managing diverse perspectives.
7. Apply strategies for resolving conflicts and negotiating solutions within groups.
8. Adapt communication and collaboration styles to multicultural and digital environments.
9. Facilitate inclusive, supportive, and productive team dynamics.
10. Reflect on personal communication and teamwork skills to plan for continuous improvement.

METHODOLOGY

The course is structured around a rigorous methodology that combines theoretical exposition, practical work, and applied demonstrations. This approach ensures a thorough understanding of the subject matter and its direct application in real-world contexts.

Theoretical sessions provide essential foundations, while practical work and demonstrations facilitate the development of technical skills and familiarity with the specific tools and procedures relevant to the course.

Continuous monitoring through individualized feedback allows for tracking learners' progress and ensures the achievement of the set objectives, preparing participants to face professional challenges with competence and precision.

ASSESSMENT

Assessment is carried out continuously throughout the course, using a holistic and learner-centered approach that reflects both participation and performance. Each participant is evaluated based on their overall engagement, regular attendance, punctuality, interest in the topics covered, ability to apply knowledge during practical tasks, and interaction with peers in individual and group activities.

The evaluation process includes a variety of classroom-based tasks (oral and written), short daily assignments, role-plays, and simulations. Trainers provide ongoing, individualized feedback to support progress and encourage active learning.

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent involvement and commitment during the training.

DURATION

The standard duration of our course is 20 hours (5 days), designed to ensure comprehensive and effective learning. However, this duration can be adjusted, in specific cases, to meet the particular needs of each group, in order to optimize outcomes and better suit the training context.

For further details or to discuss a customized schedule, please get in touch with us.

PRICE AND FUNDING

Each quotation is personalized and depends on several factors, such as the number of participants, the number of training hours, the location of the course, and any additional services requested (accommodation, transport, meals, cultural activities, etc.).

To receive a tailored quotation for your group, please get in touch with us.

The training can be funded through programs such as Erasmus+ (KA1 – Learning Mobility), among other European support mechanisms. For more information about funding, participants should contact their sending organization or their country's National Agency directly.

LOCATION AND COURSE LANGUAGE

We have training rooms in several cities in Mainland Portugal, such as Barcelos (headquarters), Braga, Póvoa de Varzim, and Porto. We also have spaces in the islands of Madeira (Funchal) and the Azores (Ponta Delgada). Additionally, we have facilities in Valencia, Spain.

The course is delivered in English.

CERTIFICATION

A Certificate of Participation is awarded to participants who attend at least 80% of the sessions and demonstrate consistent engagement and commitment throughout the training. Upon completion of the course, a formal certification ceremony will take place, during which the certificates will be presented to the participants.

OTHER SERVICES

To enrich the training experience, Mobility Friends offers a range of additional services, subject to availability and additional cost, which can be arranged for individual participants or groups.

Services include:

- Accommodation in partner residences or hotels
- Meals (lunch and/or dinner)
- Transfers between the accommodation and the training room
- Airport transfers
- Cultural visits

All services are subject to availability and must be requested in advance. For more information and personalised quotes, please contact our team.

COURSE CONTENTS

MODULE 1: FOUNDATIONS OF COMMUNICATION

- Principles and types of communication: verbal, non-verbal, and written.
- Communication styles: assertive, passive, aggressive, and passive-aggressive.
- Identifying personal communication strengths and areas for development.
- Barriers to effective communication and how to overcome them.
- Self-assessment: communication profile.

MODULE 2: ACTIVE LISTENING AND EMPATHY

- The role of active listening in effective communication.
- Techniques for attentive and reflective listening.
- Empathy: understanding others' perspectives and emotions.
- Building trust through empathetic interactions.
- Practising active listening in diverse scenarios.

MODULE 3: ASSERTIVENESS AND GIVING FEEDBACK

- Assertiveness: expressing opinions, needs, and boundaries respectfully.
- Differences between assertiveness and aggression.
- Techniques for giving and receiving constructive feedback.
- Handling criticism and difficult conversations.
- Feedback models and real-life applications.

MODULE 4: TEAMWORK AND COLLABORATIVE DYNAMICS

- Key principles of effective teamwork.
- Roles and responsibilities in teams.
- Building psychological safety and trust in groups.
- Group decision-making: consensus, compromise, and shared leadership.
- Managing group dynamics and avoiding common pitfalls.

MODULE 5: CONFLICT MANAGEMENT AND NEGOTIATION

- Types and sources of conflict in teams.
- Stages of conflict and strategies for prevention and resolution.
- Conflict resolution styles and negotiation techniques.
- Mediation and collaborative problem-solving.
- Transforming conflict into opportunities for growth.

**Please note that program content may be subject to change based on input from our trainers.*

COURSE CONTENTS

MODULE 6: INTERCULTURAL AND DIGITAL COMMUNICATION

- Communicating and collaborating across cultures: challenges and strategies.
- Navigating cultural differences in communication styles and expectations.
- Digital communication tools for collaboration (emails, chats, video meetings, collaborative platforms).
- Netiquette and best practices for online teamwork.
- Hybrid and remote collaboration: tips for efficiency and engagement.

MODULE 7: BUILDING HIGH-PERFORMING AND INCLUSIVE TEAMS

- Fostering diversity, equity, and inclusion in teams.
- Harnessing the strengths of diverse team members.
- Creating a supportive and motivating team climate.
- Recognising and addressing unconscious bias.
- Team-building activities for engagement and cohesion.

MODULE 8: PERSONAL AND GROUP ACTION PLAN

- Setting personal goals for improved communication and collaboration.
- Developing action plans for team effectiveness.
- Peer feedback and reflection sessions.
- Showcasing collaborative projects or solutions.
- Planning for continuous development and learning.

OPTIONAL MODULE – COMMUNICATION AND COLLABORATION IN LEADERSHIP

- The role of communication and collaboration in effective leadership.
- Motivating and inspiring others through communication.
- Leading collaborative projects and managing virtual teams.
- Handling resistance and fostering change through dialogue.

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MOBILITY FRIENDS TRAINING CENTER



Certified by DGERT - Directorate General
for Employment and Labor Relations

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