



INTERPERSONAL SKILLS LAB

BOOST YOUR PERFORMANCE.





IN A SEEMINGLY DISTANT WORLD
YOU GO ON AN EXPEDITION.
AND YOU FIND THE UNIVERSE
OF YOUR OWN PERSONALITY...

CHANGE YOUR PERSPECTIVE.



www.InterLAB.ch



TIME PRESSURE. LOTS OF PERSONALITIES. MULTIPLE PERSPECTIVES. ONE GOAL.

Imagine this:

YOUR CREWS WILL PREVENT BAD DECISIONS AND INCIDENTS IN AN ESPECIALLY EFFECTIVE WAY.

MAKE THE HUMAN FACTOR COMPREHENSIBLE

LET EASA/FAA-CRM CONTENT BE EXPERIENCED VIVIDLY

UNDERSTAND LEADERSHIP BETTER

PREVENT HUMAN ERROR MORE EFFECTIVELY

FIRMLY ANCHOR SAFETY-RELATED BEHAVIOR



AVIATION LAB

Each flight demands maximum concentration. Error-inducing conditions lurk everywhere, from distributed knowledge and time pressure to multitasking and a deluge of information. And communication channels are limited. Good decisions depend on how these challenges are surmounted..

In the «LAB», important interpersonal skills are analyzed and trained under precisely these conditions.



To protect and improve aviation safety we must understand what makes pilots vulnerable to error and must understand the interplay of factors contributing to that vulnerability.

R. Key Dismukes, Benjamin A. Berman, Loukia D. Loukopoulos
NASA Ames Research Center, California

AVIATION LAB HUMAN FACTORS TRAINING FOR AIRLINES AND ATC

Caption: Extrasolar planet HD 189733b / Credit: ESA/NASA UCL(G. Tinetti)

SCENARIO

Disaster in outer space. How quickly will the spacecraft be restored to normal operation? The highly dynamic situation, time pressure and different perspectives make this unusual flight a genuine challenge to manage.

TARGET GROUPS

Interpersonal Skills LAB provides «Mission Sets» for flight crew, ATC, maintenance teams, all management levels and interface functions.

DIDACTIC APPROACH

A mixture of methods.

- Interactive classes
- Simulation under realistic conditions
- Behavioral measurement and assessment
- Feedback
- Reflection phases
- Discussions
- Transfer sessions



YOUR CONTACT

Alexander Stork
Ninecubes Lernmedien GmbH
+41 (71) 352 74 07
Alexander.Stork@ninecubes.ch



TRAINING CONTENT

All CRM subject areas are interactively networked with each other.

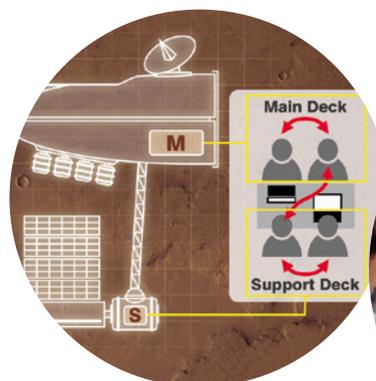
- Leadership & assertiveness
- Communication & stress
- Decision-making & complexity
- Situational awareness & perception traps
- Workload management & human error

DURATION AND NUMBER OF PARTICIPANTS

- Impulse training (2h), half day, full day, special formats
- Free course design with a company license: 2h–3 days (also spread over several lessons)
- 6–12 participants per facilitator (recommended group size)

SPECIALTY

Participants leave the «LAB» with field-tested plans of action that can be implemented immediately.



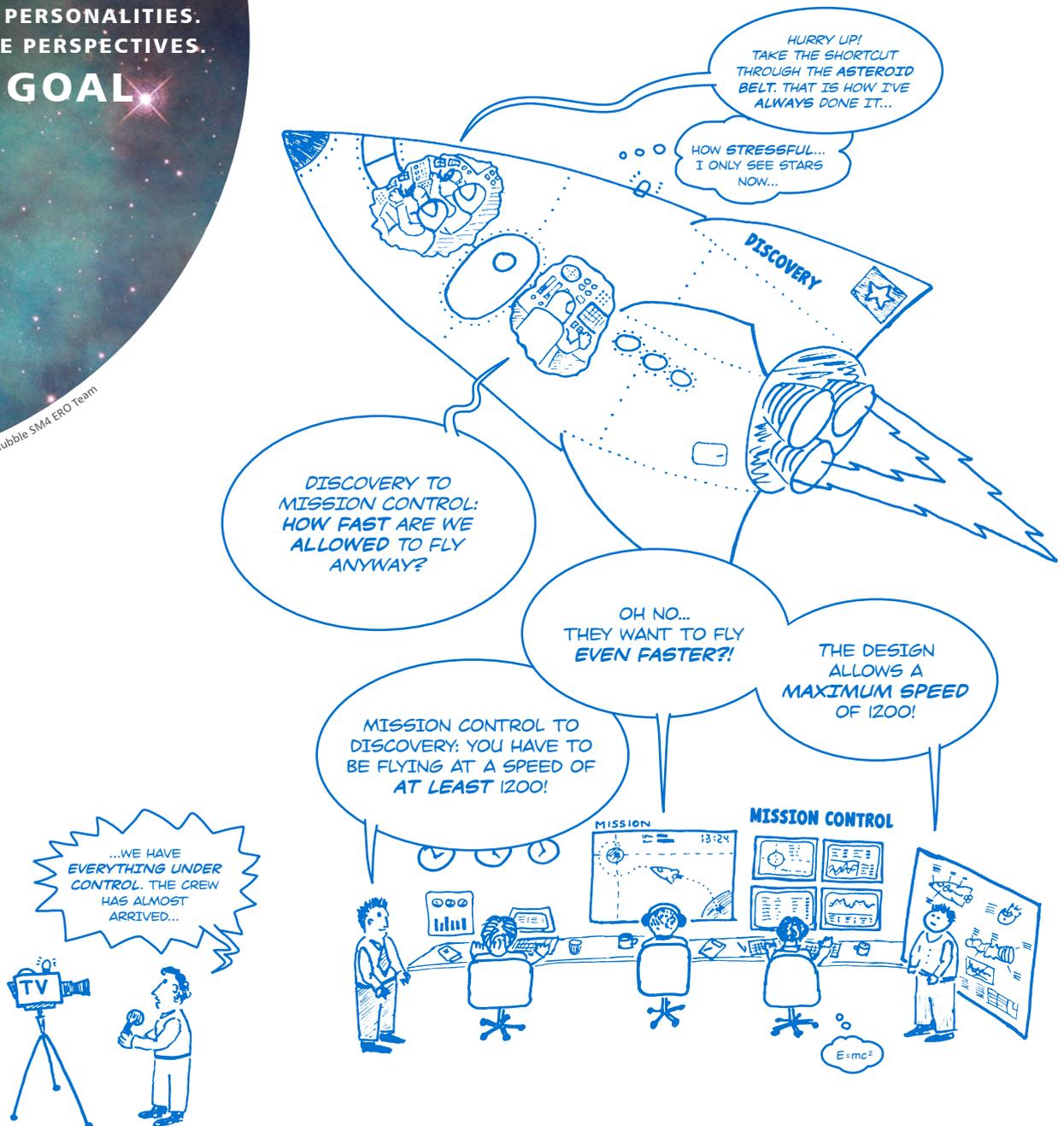


TIME PRESSURE.
LOTS OF PERSONALITIES.
MULTIPLE PERSPECTIVES.
ONE GOAL

Credit: NASA, ESA, and the Hubble SM4 ERO Team

HOW CAN WE USE COMMUNICATION, LEADERSHIP AND TEAMWORK TO COPE MORE EFFECTIVELY WITH DEMANDING SITUATIONS?

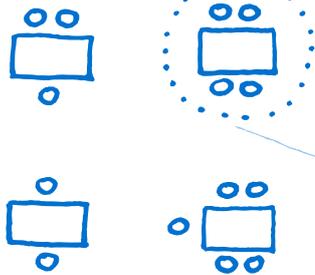
With the Interpersonal Skills LAB, participants work out their own individual plans of action under realistic conditions.



INTERPERSONAL SKILLS LAB
LEAVES THE WORLD OF
SPECIALIZATION BEHIND.
THE FICTIONAL SCENARIO
SHIFTS THE FOCUS
EXCLUSIVELY TO BEHAVIOR.



TRAINER
OBSERVER,
LEARNING COACH
AND
FACILITATOR



CAPTIVATING SCENARIO
4 GROUPS OF 2-5
PARTICIPANTS



TIME PRESSURE
DUE TO REAL-TIME SCENARIO
DISTRIBUTED KNOWLEDGE
DUE TO DIFFERENT WORKPLACES
INTENSIVE INTERACTION
AMONG ALL PARTICIPANTS

Interpersonal Skills LAB consists of:



Real-time computer simulation
for behavioral training



Measurement instruments for precise
analysis of behavior within the team



Methodological toolkit for
effective transfer of learning

Credit: NASA, ESA, and the Hubble SMA ERO Team



<http://youtu.be/ycf-Ma1RDgU>

INTERPERSONAL SKILLS LAB IS DESIGNED IN SWITZERLAND BY  **NINECUBES**

PROVEN SINCE 1998
AND STILL UNIQUE.

**HERE IS WHAT
INTERPERSONAL SKILLS LAB OFFERS:**

FEEDBACK FROM 3 SOURCES
USE TRAINER, OTHER PLAYERS, COMPUTER!

«MINDSET» FAR AWAY FROM REALITY
SHIFT THE FOCUS EXCLUSIVELY TO BEHAVIOR!

REPEATABLE SEQUENCES
LET THEM EXPERIENCE CONSEQUENCES OF CHANGE!

MULTIPLE PERSPECTIVES
INCLUDE REAL COLLABORATION IN YOUR TRAININGS!

MEASURING OF BEHAVIOUR (COMPUTER)
A PREREQUISITE FOR TRAINING OF BEHAVIOUR.

**ORIGINALLY DEVELOPED
FOR AVIATION AIMING AT
NON-TECHNICAL
(«SOFT») SKILLS**

**SCIENTIFIC PROOF
OF CONCEPT**

Credit: NASA, ESA, and The Hubble Heritage Team (STScI/AURA)



Credit: NASA, ESA, and The Hubble Heritage Team (STScI/AURA)

WHEREVER THE HUMAN FACTOR IS RELEVANT TO SAFETY, THE INTERPERSONAL SKILLS LAB STRENGTHENS LEADERSHIP AND TEAM SKILLS.

Ninecubes creates «Mission Sets» for all high-performance teams in all high-risk sectors. Proven sets are already available in these areas: aviation, space travel, firefighting, medicine, nuclear power plants, military, shipping, railroads.



Heinz Liebhart
Head of Fire and Rescue Service Training
Building Insurance (GVZ) Canton Zurich,
www.gvz.ch
(Switzerland)



Humans are the deciding factor in the line of duty, regardless of all of the highly developed technological resources available. This must be taken into account for the training of the emergency services to be effective. As such, personality-specific content must also be included in the fire academy's syllabus alongside technical topics. Interpersonal Skills LAB is an excellent method for training cooperation between team members under realistic conditions.



Frank Wasmer
Retired with 20 years U.S. military service,
retired Fire Captain and Advanced
Cardiac Life Support Medic, retired pilot
(United States of America)



The Interpersonal Skills LAB is an excellent way to learn all the skills required to be an effective and successful leader. As a bonus, you can survive a simulation to learn and fight again. This is true in the fire service, emergency medicine, first responders and the military. What is most important is communication, coordination, and effective use of resources. The scenario does not have to relate directly. It only needs to have interactive pathways and building stress.



Kai-Uwe R. Strelow
Trainer & Consultant
Human Factors Academy
(Germany)



The Interpersonal Skills LAB shows individuals and groups what they need to know to assess situations and to work effectively and efficiently with a constant focus on safety. Its high level of acceptance among pilots, ship crews, shift personnel, and physicians speaks for itself as do the positive effects for transitioning to advanced level training with simulators.



Heinz Weber
Senior Captain & Project Manager
CRM Training
Swiss International Airlines
(Switzerland)



Our joint training of pilots and air traffic controllers attracted attention worldwide. The Interpersonal Skills LAB is the ideal tool for covering the subjects of communication, teams, decision-making, resource deployment, and conflict resolution. It allows trainees to practice interpersonal factors in a playful way in artificial as well as realistic settings. The pluses are that team performance is measured objectively and that we can adjust the exercises to fit the given objective.

A TEAM'S OVERALL PERFORMANCE IS COMPOSED OF THE FOLLOWING BASIC DIMENSIONS:

Credit: NASA, N. Benitez (JHU), T. Broadhurst (Racah Institute of Physics/The Hebrew University), H. Ford (JHU), M. Champin (STScI), G. Hartig (STScI), G. Illingworth (UCO/Lick Observatory), the ACS Science Team and ESA

ALL BEHAVIORS RELEVANT TO COLLABORATION DIRECTLY AFFECT THESE DIMENSIONS.

THE CONSEQUENCES OF BEHAVIORAL CHANGE ARE DIRECTLY REFLECTED IN EACH MEASUREMENT.



RESULT ORIENTATION

How hard does the team strive to achieve a best-possible result?



CAPACITY

How much time and energy does the team create for additional tasks?



COMMUNICATION

How precise and goal-oriented is the exchange of information?



COORDINATION

How are work processes organized and agreements carried out?



SITUATIONAL AWARENESS

How precisely does the team perceive information from the environment (people, systems)?



CONSCIENTIOUSNESS

How conscientious is the team about observing information and abiding by rules?

FURTHER DIMENSIONS

THE HUMAN ERROR MODULE MEASURES HUMAN ERRORS ACCORDING TO PROFESSOR JAMES REASON (EXECUTION ERRORS, STORAGE ERRORS, PLANNING ERRORS, BREAKING OF RULES).

ACTNOW! PRINCIPLE:
WITH INTERPERSONAL SKILLS LAB THE FOCAL
POINTS OF TRAINING CAN BE DISTRIBUTED
OVER THREE AREAS IN ANY DESIRED WAY.

A
**ANALYSIS.
ANALYSIS AND
SELF-REFLECTION:**

What are my/our typical patterns of behavior when under pressure?

What effects does stress have on team performance?

How does behavior (e.g. management behavior, communication,...) affect the outcome?

C

**COMPETENCES.
EXAMPLES OF TEACHABLE
COMPETENCES:**

COMMUNICATION

Communicate precisely and efficiently
Listen actively
Give and receive feedback
Ask questions the right way

TEAMWORK

Interact with people of different perspective
Apply efficient collaboration mechanisms
Observe and assess team members
Give & earn trust in ambiguous situations

LEADERSHIP

Lead teams in complex situations
Define goals and stick to them
Coordinate & delegate tasks
Recognize needs of others

MANAGEMENT

Plan & structure complex tasks
Manage workload & stress
Manage time & resources
Prevent errors

DECISION MAKING

Make decisions in a structured way
Handle information overflow
Assess complex situations
Set priorities

T

**TEAMBUILDING.
TEAM COHESION IS
STRENGTHENED:**

Synergies in teams are discovered and unleashed.

Mutual trust is exercised and strengthened.

Different personalities (or cultures) are experienced and integrated.

NOW!

THE PARTICIPANTS LEAVE
THE «LAB» WITH
FIELD-TESTED BEHAVIOR
THEY CAN IMPLEMENT
IMMEDIATELY.

Credit: NASA, N. Benitez (JHU), T. Broadhurst (Racah Institute of Physics/The Hebrew University), H. Ford (JHU), M. Clampin (STScI), G. Hartig (STScI), G. Illingworth (UCO/Lick Observatory), the ACS Science Team and ESA



TO EXPERIENCE A
NEW PERSPECTIVE OF
COMMUNICATION, LEADERSHIP
AND TEAMWORK WE GO FAR.
SEEMINGLY VERY FAR.

YOUR CONTACT

Alexander Stork
Ninecubes Lernmedien GmbH
+41 (71) 352 74 07
Alexander.Stork@ninecubes.ch

