




# 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](http://www.InterLAB.ch)



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

IMAGINE THIS:

ON A MISSION IN OUTER SPACE, YOUR TEAMS LEARN HOW TO COMMUNICATE AND COOPERATE EVEN MORE EFFICIENTLY.

ACCELERATE YOUR TEAM DEVELOPMENT PROCESSES

BETTER UNDERSTANDING OF TEAM DYNAMICS

MORE EFFICIENT COMMUNICATION AND COOPERATION

EVEN STRONGER TEAM IDENTITY

MORE EFFICIENT USE OF THE TEAM'S STRENGTHS



#### COLLABORATION LAB

Top teams know exactly what their strengths and weaknesses are. Roles are optimally geared to the skills of individuals.

Communication and collaborative mechanisms function smoothly even in dynamic, high-pressure situations involving a flood of information.

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



Fast, clear, accurate communication is a hallmark of high levels of team performance. Effective teams have mastered the art of straight talk; there is little wasted motion from misunderstanding and confusion.

Pat MacMillan

Founder and CEO of Triaxia Partners and author of «Unlocking the Secrets of Teamwork»

## COLLABORATION LAB VIRTUAL TEAM JOURNEY THROUGH OUTER SPACE

### 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 the mission an unforgettable team adventure that forges bonds between people.

### TARGET GROUPS

«Mission Sets» are provided for teams of all kinds. Examples of possible applications: Development measure, team kick-off, fun event, ...

### DIDACTIC APPROACH

A mixture of methods.

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

### TRAINING CONTENT

All subject areas are interactively networked with each other.

- Communicating efficiently under time pressure
- Coordinating roles and responsibilities
- Dealing with distributed knowledge
- Coping with the flood of information
- Being aware of the perspectives of others

### DURATION AND NUMBER OF PARTICIPANTS

- Half day: Purely fun event
- Full day: Intensive team training
- Special formats (also own license)
- 6–12 participants per facilitator (German, English)

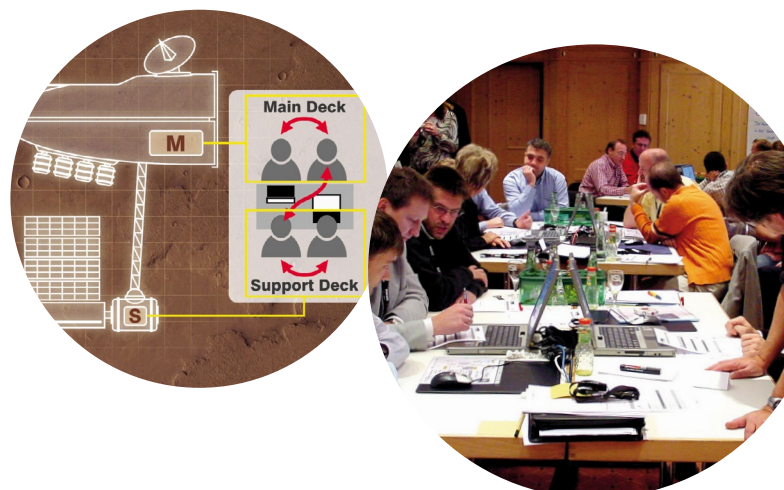
### SPECIALTY

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



### YOUR CONTACT

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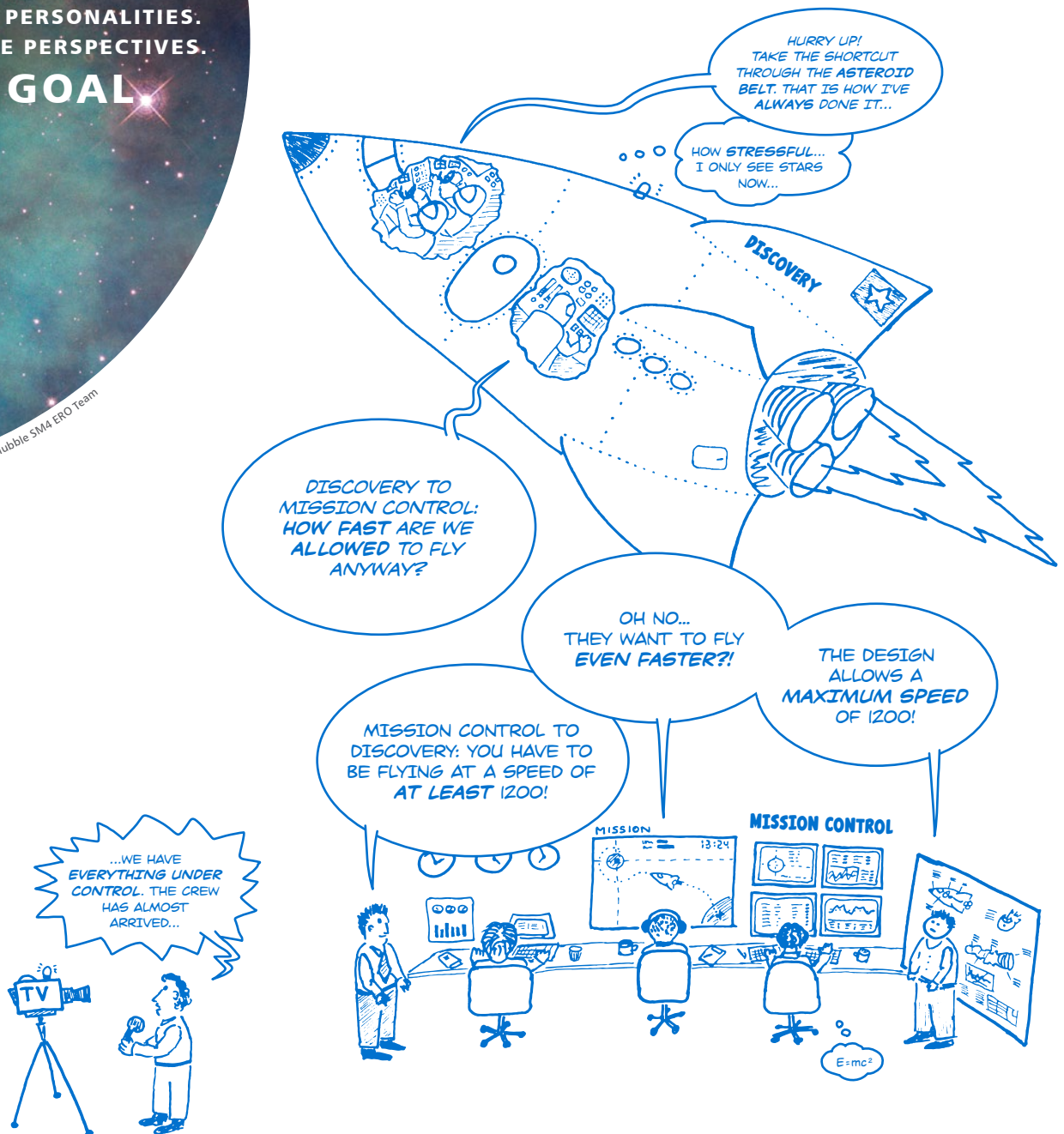


TIME PRESSURE.  
LOTS OF PERSONALITIES.  
MULTIPLE PERSPECTIVES.  
**ONE GOAL**

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

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

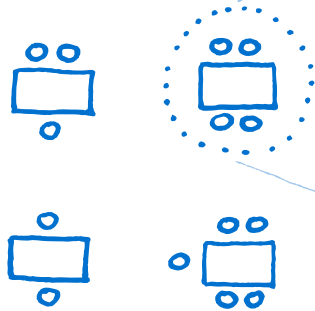
With the Interpersonal Skills LAB, participants work out their own individual plans of action under realistic conditions.



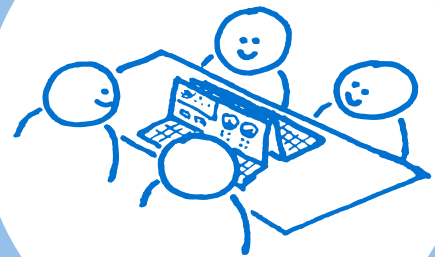
INTERPERSONAL SKILLS LAB  
LEAVES THE WORLD OF  
SPECIALIZATION BEHIND.  
THE FICTIONAL SCENARIO  
SHIFTS THE FOCUS  
EXCLUSIVELY TO BEHAVIOR.



**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 PEOPLE COLLABORATE WITH EACH OTHER, INTERPERSONAL SKILLS LAB STRENGTHENS LEADERSHIP AND TEAM COMPETENCES.

Ninecubes creates «mission sets» for any industry.

Already proven sets are available for: aviation, emergency services, energy, health care, information technology, logistics and transportation, production.



**Cord Lindeke**  
ScrumMaster  
Software AG  
(Germany)



It is essential in agile software development that IT experts conduct target-oriented communication and that they have the ability to organize themselves into small teams. With Interpersonal Skills LAB developers train these skills within realistic boundaries. Solutions are also found in the process and help to disseminate special knowledge throughout the entire team or optimize pair programming. In addition, this type of training promotes team cohesiveness in no time at all.



**Mark Steiner**  
Consultant & Trainer  
Line5 GmbH  
(Switzerland)



The Interpersonal Skills LAB is an efficient and effective tool for fully detecting behaviors in pressure situations, learning from them and developing new and more expedient modes of behavior to try out and drill. There is an extremely high return on training. The link to everyday practices begins right away during training and is apparent from how successfully the training can be applied to regular everyday situations as well as tense crisis situations.



**Prof. Dr. Willy Christian Kriz**  
Professor for Organizational Behavior,  
Human Resource Management,  
Management and Systemic Organizational Development  
FH Vorarlberg, University of Applied Sciences (Austria)



The Interpersonal Skills LAB is a practical laboratory for our business administration students and industrial engineers. We use it in teaching theories of teamwork and communication and in research on team skills and decision-making under stress. What makes the tool particularly compelling is that behavioral dimensions and misconduct under real time pressure are rendered measurable and the lessons learned can be readily transferred to a wide variety of practical contexts.



**Heinz Weber**  
Senior Captain & Head of  
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:



**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?

ALL BEHAVIORS RELEVANT TO COLLABORATION DIRECTLY AFFECT THESE DIMENSIONS.

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

**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?

**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.

**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

**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**

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