



# 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:

YOUR EMERGENCY SERVICES KNOW HOW  
TO PREVENT BAD DECISIONS AND ACCIDENTS  
IN AN ESPECIALLY EFFECTIVE WAY.

MAKE THE HUMAN FACTOR  
COMPREHENSIBLE

PREVENT ACCIDENTS MORE  
EFFECTIVELY

UNDERSTAND LEADERSHIP BETTER

IMPLEMENT MORE EFFICIENT  
COLLABORATION MECHANISMS

FIRMLY ANCHOR SAFETY-RELATED  
BEHAVIOR



#### **FIREFIGHTER LAB**

Firefighting and emergency services work take place under highly dynamic circumstances. Knowledge of the current situation is spread among many different people. Time pressure, a flood of information and limited communication channels make management and decision-making a demanding task.

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



I would venture to say that the most important skill or attribute for a firefighter is the ability to work together with others as part of a coordinated team.

Linda Willing  
www.firerescue1.com

## FIREFIGHTER LAB HUMAN FACTORS TRAINING FOR EMERGENCY SERVICES

### 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 rescue mission a genuine challenge.

### TARGET GROUPS

«Mission Sets» are provided for command staff members, emergency services at all leadership levels, firefighters and emergency medical personnel.

### 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.

- Leadership behavior
- Communication under stress
- Decision-making
- Situational awareness and perception traps
- Time and resource management

### DURATION AND NUMBER OF PARTICIPANTS

- Impulse training (2h), half day, full day, special formats
- School license: 2h–8h  
(also spread over several lessons)
- 6–12 participants per facilitator  
(recommended group size)

### SPECIALTY

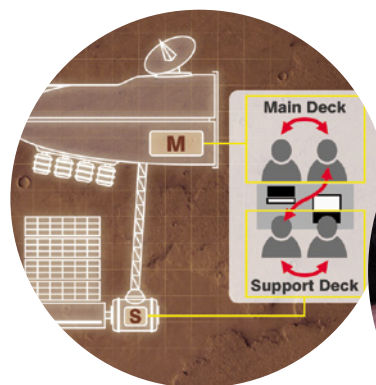
Participants leave the «LAB» with field-tested plans of action that can be implemented immediately.



### YOUR CONTACT

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

 **NINECUBES**



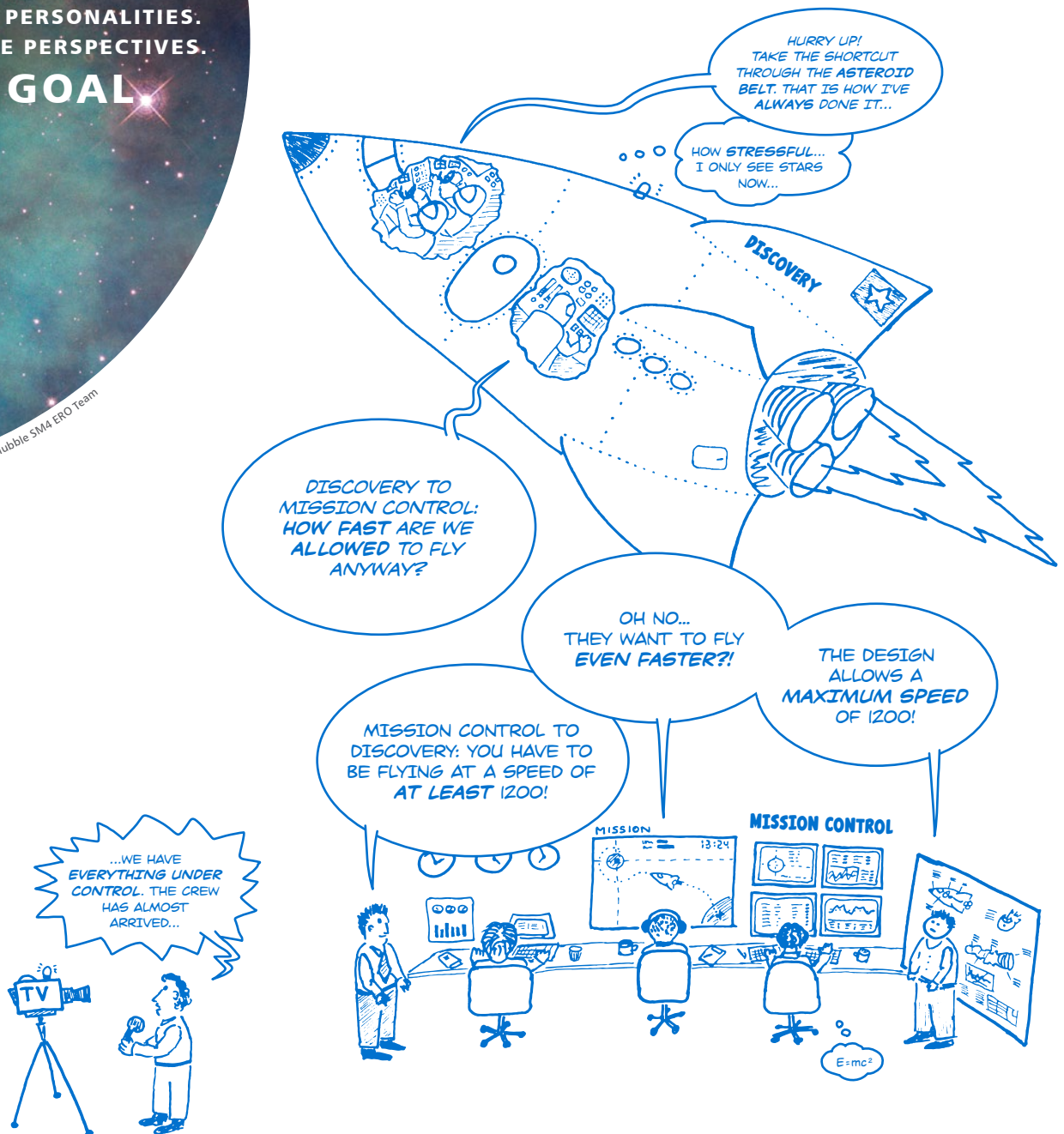


TIME PRESSURE.  
 LOTS OF PERSONALITIES.  
 MULTIPLE PERSPECTIVES.  
**ONE GOAL**

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

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

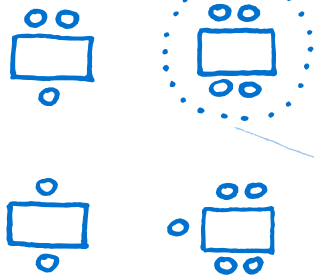
With the Interpersonal Skills LAB, participants work out their own individual plans of action under realistic conditions.



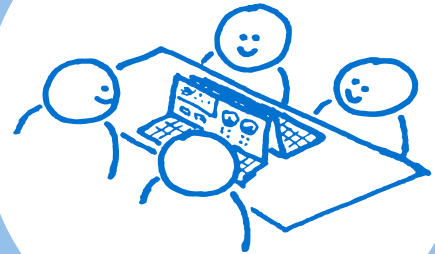
INTERPERSONAL SKILLS LAB  
LEAVES THE WORLD OF  
SPECIALIZATION BEHIND.  
THE FICTIONAL SCENARIO  
SHIFTS THE FOCUS  
EXCLUSIVELY TO BEHAVIOR.



**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](http://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

