



# 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:

**YOU ATTAIN YOUR GOALS EVEN MORE  
PRECISELY AND HAVE MORE ENERGY FOR  
YOUR ROLE AS LEADER.**

**LEAD YOUR TEAMS EVEN  
MORE PRECISELY TO GOAL  
ATTAINMENT**

**MORE TIME AND CAPACITY  
FOR LEADERSHIP RESPONSIBILITIES**

**DECISIONS OF BETTER QUALITY  
THANKS TO HEIGHTENED AWARENESS**

**MORE EFFICIENT USE OF  
AVAILABLE RESOURCES**

**A CLEARER UNDERSTANDING  
OF THE HUMAN FACTOR**



#### **LEADERSHIP LAB**

When pressure and complexity increase, how well do leadership techniques still work? Flood of information, distributed knowledge and high dynamism easily mislead leaders to fall into perception traps or promote misunderstandings that have serious consequences.

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



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



Most people that derail as leaders in the corporate world, it's not because they couldn't do the math and calculate return on investment properly. The issues are communication and understanding.

Douglas R. Conant  
Chairman des Kellogg Executive Leadership Institute, ehemaliger CEO der Campbell Soup Company

# LEADERSHIP LAB

## EFFECTIVE INTERPERSONAL SKILLS FOR MANAGERS AND TEAM LEADERS

### 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 it a genuine challenge to lead and coordinate the teams of astronauts.

### TARGET GROUPS

«Mission Sets» are provided for divisional and departmental heads as well as team leaders in all industries

### DIDACTIC APPROACH

- 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.

- Lead teams in complex situations
- Be aware of needs and the basis on which decisions are made
- Communicate requirements and goals clearly
- Trust and ask to be trusted
- Workload and stress management

### DURATION AND NUMBER OF PARTICIPANTS

Half day, full day, special formats (also own license)  
6–12 participants per facilitator (German, English)

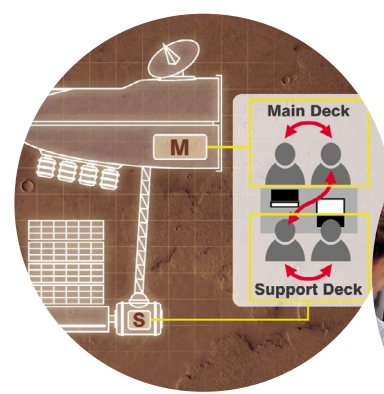
### SPECIALTY

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



### YOUR CONTACT

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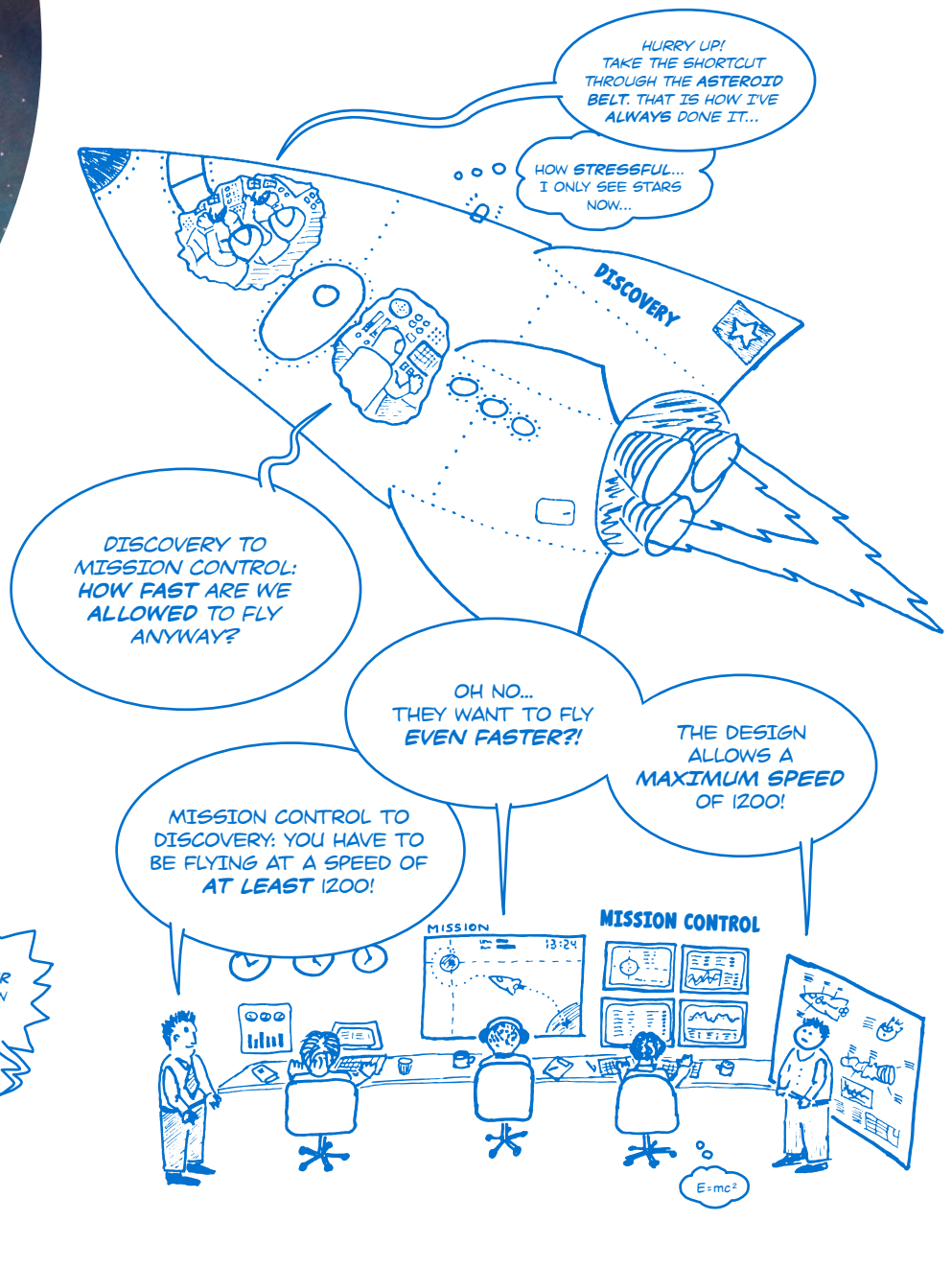




TIME PRESSURE.  
 LOTS OF PERSONALITIES.  
 MULTIPLE PERSPECTIVES.  
**ONE GOAL**

# 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.

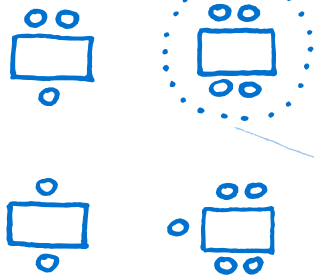


Credit: NASA, ESA, and the Hubble SM4 ERO Team

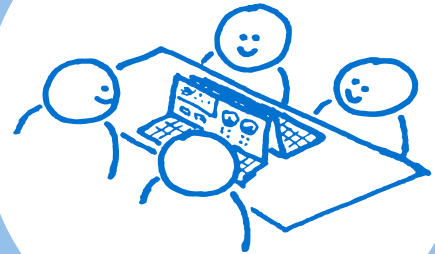
INTERPERSONAL SKILLS LAB  
LEAVES THE WORLD OF  
SPECIALIZATION BEHIND.  
THE FICTIONAL SCENARIO  
SHIFTS THE FOCUS  
EXCLUSIVELY TO BEHAVIOR.



**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:

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?

**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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