




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:

YOU DELIVER WITH GREATER PRECISION BECAUSE COMPLEXITY IS HANDLED MORE EFFICIENTLY AND FEWER MISUNDERSTANDINGS ARISE.

IMPROVE LOGISTICAL PERFORMANCE

GAIN MORE TIME AND CAPACITY FOR IMPORTANT TASKS

COMMUNICATE MORE INTENSIVELY AND EFFICIENTLY

HELP SUPPLY CHAIN PARTNERS UNDERSTAND EACH OTHER BETTER

HAVE FEWER ERRORS AT INTERFACES



SUPPLY CHAIN MANAGEMENT LAB

Different supply chain partners, globalization, dynamism and increasing complexity – these challenges faced in logistics and in supply chain management are growing steadily. High performance teams, effective communication and information flows are decisive factors on all management levels.

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)



Supply chain management is, after all, a relationship business. It's about people working together to get things done, especially when things don't go as planned, which is the norm these days [...]. And of course, you won't get far developing productive relationships if you don't also have effective communication skills — the two attributes go hand in hand.

Adrian Gonzalez
in «The Most Important Attribute of a Supply Chain Leader»
(www.logisticsviewpoints.com)

SUPPLY CHAIN MANAGEMENT LAB

EFFECTIVE INTERPERSONAL SKILLS FOR SUPPLY CHAIN MANAGEMENT

SCENARIO

Disaster in outer space. The energy supply to the spaceship must be restored quickly. The high level of dynamism, time pressure and different perspectives make coordination in this express job a real challenge.

TARGET GROUPS

«Mission Sets» are provided for all management levels and interface functions in logistics and in supply chain management

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 precisely and efficiently
- Coordinating roles and responsibilities
- Dealing with distributed knowledge
- Coping with the flood of information
- Being aware of the perspectives of others

DAUER UND TEILNEHMERZAHL

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

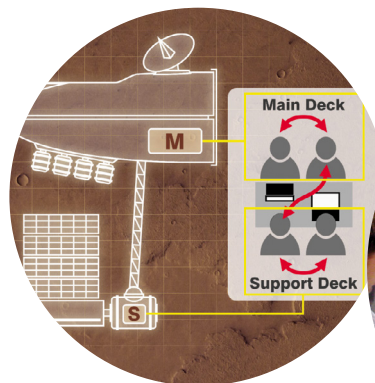
SPECIALTY

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



YOUR CONTACT

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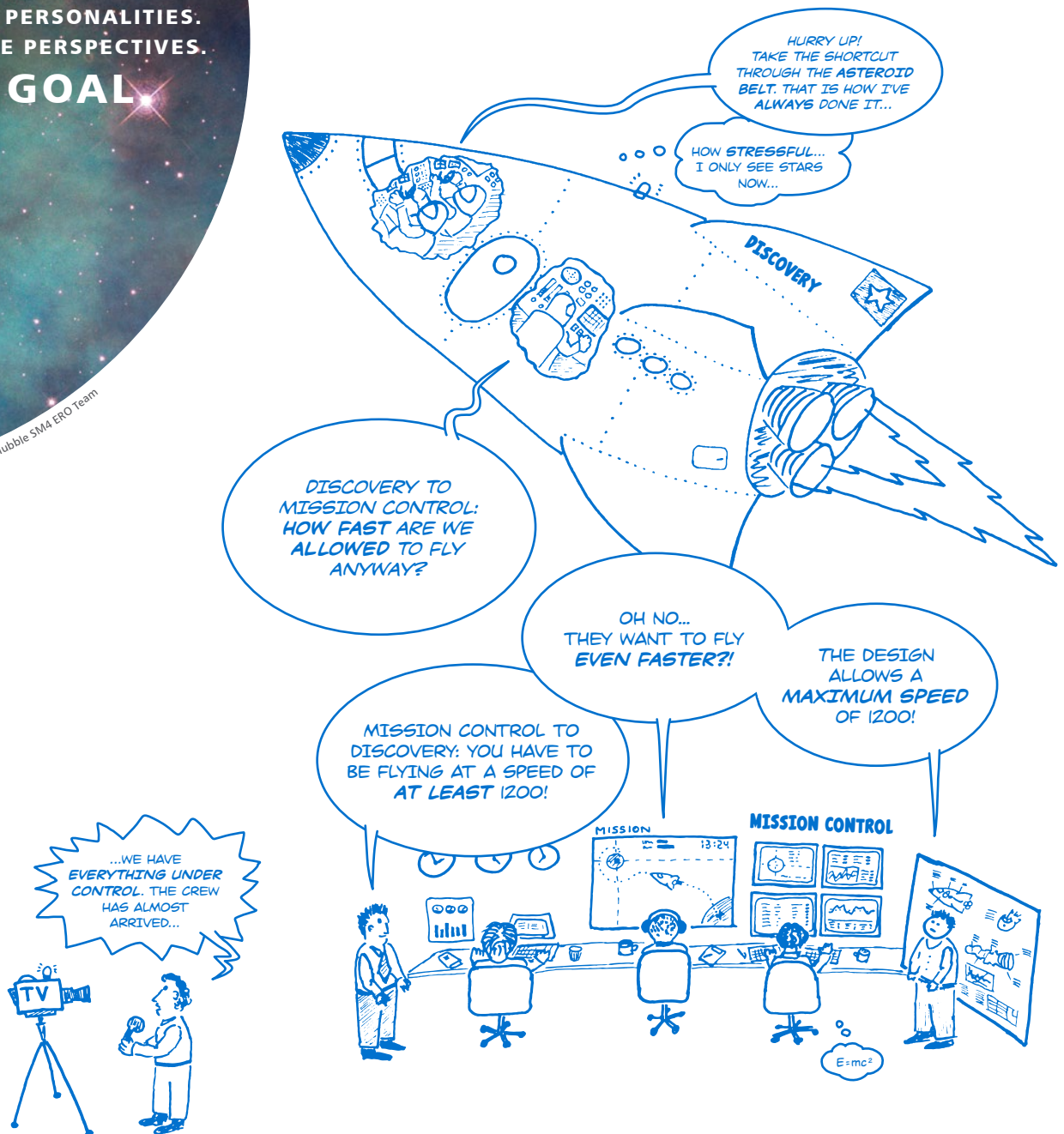


TIME PRESSURE.
 LOTS OF PERSONALITIES.
 MULTIPLE PERSPECTIVES.
ONE GOAL

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

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

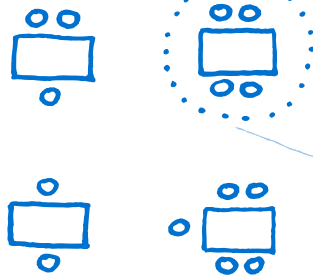
With the Interpersonal Skills LAB, participants work out their own individual plans of action under realistic conditions.



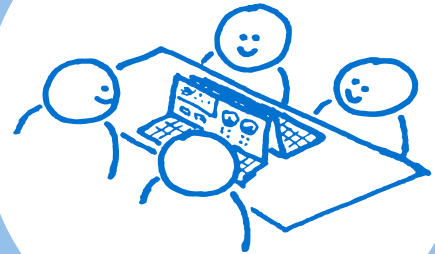
INTERPERSONAL SKILLS LAB
LEAVES THE WORLD OF
SPECIALIZATION BEHIND.
THE FICTIONAL SCENARIO
SHIFTS THE FOCUS
EXCLUSIVELY TO BEHAVIOR.



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:

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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