Title: Dealing with communication barriers

Exercise Code SLQUALED006

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| Modules: | Group size: | Duration: |
| 1. Social Learning6. Problem Solving Strategies  | IndividualSmall groupLarge group | 90 min |

**Purpose:**

Introduction to the subject communication, determination of problem areas, recognizing and exchanging of already existing potential solutions.

# Description:

Participants receive the following questions regarding communication in the professional environment:

* Which communication barriers do I know?
* How do related misunderstandings appear?
* How are they being dealt with?

Results are put on paper and presented to the whole group by one person. They are then used as a transition into the theoretical area of the subject.

# Material:

flipchart paper, brown paper, color markers

# Methods:

Experiental learning, discussion

# Source/Literature:

Modified and adapted from: Handbook Labour Office & Clients
Improving the Communication Between Labour Office Advisers and Their Clients
Úrad Práce, Dunajská Streda 2006