

LEARNING PATH OVERVIEW

Communicating and cooperating better day to day

6 modules

~2 h as Adaptive modules

~1 h as Training videos

1 module per week

Improve the quality of conversations and cooperation in everyday work situations. This learning path helps everyone spot their communication traps, listen, and say things clearly, then turn these practices into useful feedback, mutual support, and shared commitments.

AUDIENCE

Team members and managers, in established teams or project teams.

- **Prerequisite:** none

SKILLS DEVELOPED

- Communication
- Active Listening
- Feedback
- Cooperation

THE SIX STEPS OF THE LEARNING PATH

- 1**
WK 1 **Misunderstandings at work: Four traps and the way out**
Spot the four reflexes that damage conversations at work, and have ready-made phrases to get out of them.
- 2**
WK 2 **Active listening for the conversations that matter**
Recognize the conversations that call for full attention, and know how to ask questions, rephrase, and let the other person finish.
- 3**
WK 3 **Nonviolent Communication: Say hard things without blame**
Say what needs to be said without putting people on the defensive, using Nonviolent Communication for feedback between colleagues.
- 4**
WK 4 **Peer feedback: A dialogue, not a verdict**
Make feedback a conversation that helps both sides: describe facts rather than judge, listen to the response, agree on an adjustment.
- 5**
WK 5 **Team cooperation: Build a network, not a hub**
Get ideas and mutual help flowing in the team, with cooperation habits for everyone and a facilitation method that gives everyone a voice.
- 6**
WK 6 **Team cohesion that lasts: Commitments between colleagues**
Anchor cooperation in clear commitments between colleagues, for a team that moves forward without everything resting on the manager.

— WHY THIS LEARNING PATH, MODULE BY MODULE

- **Misunderstandings at work** – 86% of conflicts at work stem from poor communication, and 30% of a manager's time goes to handling avoidable misunderstandings.
- **Active listening for the conversations that matter** – What makes a team effective is not its average IQ but how conversation flows within it: Anita Woolley's research, published in the journal *Science*, established this.
- **Nonviolent Communication** – At work, most tension comes not from what people say but from how they say it.
- **Peer feedback** – Afraid of hurting others, people keep quiet about what isn't working, so frustration builds and trust wears down.
- **Team cooperation** – We collaborate more than ever, spending 85% of working time on it, yet one remote worker in two feels little connection to their team.
- **Team cohesion that lasts** – A team that decides quickly, where everyone knows what the others will do, is no accident: it depends on the quality of the commitments between colleagues.

— CHOOSE YOUR FORMAT

Adaptive module (~20 min per module): self-assessment, expert video with three pauses for reflection, tailored practice scenarios with coach's feedback, a commitment, and a memo.

Training video (~10 min per module): the expert video and its three pauses for reflection, to add to your own training programs.

— ROLLOUT AND FOLLOW-UP

Where: in your LMS (SCORM delivery) or on the Afthonios platform, at the same price.

Group report included: shown on the Afthonios platform; in your LMS, more or less detailed depending on your LMS and SCORM version.

Optional, on quote: follow-up emails (the next day, 30 days later) and sharing the commitment with the manager.

Languages: All our modules are available in French and English. German, Italian, and Spanish are available on request, and we can add other languages to suit your needs.

— SUGGESTED SCHEDULE

One module per week, so six weeks. Example schedule:

- **Before week 1:** announce the learning path to participants and their managers.
- **Weeks 1 to 6:** one module per week, self-paced, ~20 min.
- **After week 3:** optional check-in based on the group report (reminders and spotting needs).
- **After week 6:** group review and choice of next steps.

The pace and order can be adapted to your audiences and existing training.

Adapt this learning path
to your teams?

Content, pace, and formats can be adjusted with you.

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afthonios.com/en/learning-paths/communicating-and-cooperating