

Available modules for OWNIT VR-training

Module		Interactive role play (scenario)	Lecture
1	Filter	n.a.	Explanation of one of the core principles of communications, being that we all look at the world through our own Filter and therefore have our own perception of reality. Clarification of the mindset that helps when interacting with other filters.
2	Dealing with emotions	n.a.	In this lecture we investigate the possible reactions to the basic emotions anger, fear and sadness. An actress illustrates both effective and ineffective responses and we discuss the 3 steps to respond to these emotions effectively.
3	Dealing with resistance	Experience and experiment how to deal with resistance effectively.	<ol style="list-style-type: none"> The mourning curve that people go through when confronted with change and how they typically deal with that The type of reaction that does not lead to an effective solution, the so-called Neanderthal response. The acknowledgement process. The way to deal with resistance effectively.
4	Dealing with a personal attack	Dealing with emotions of others and yourself, setting clear boundaries and maintaining the relationship.	<ol style="list-style-type: none"> Dealing with both your own emotions and those of the other person, when confronted with a personal attack. Setting clear boundaries in such a situation. The concept of identification and how to step out of it.
5	Giving feedback (available in both English and Dutch)	Experience and experiment how to give and receive feedback in a constructive way.	Explanation of the mindset of feedback and the POCAR-model that can be used to give feedback in a constructive way.
6	Masterful Listening	Experience and experiment with listening on various levels, asking the right questions, resisting the temptation to come up with a solution too soon and having the patience to look for the	<ol style="list-style-type: none"> Mindset of listening Pitfalls in listening Listening skills <ol style="list-style-type: none"> Acknowledge Observe (& share observations)

OWNIT.

		underlying question behind what is asked.	c. Asking questions d. Summarize
7	The power of Compliments	Experience and experiment how to give and receive compliments.	1. The critical success factors when giving a compliment 2. Pitfalls when receiving a compliment.
8	Daring to discuss interpersonal relationships	Evaluating cooperation, not only regarding content and process, but also on an interpersonal level.	This lecture offers a framework to discuss interpersonal cooperation effectively. The trainers discuss the evolution model and the questions that will help you to have effective conversations with your colleagues.
9	Non-hierarchical leadership	Delegate tasks effectively in a situation where you don't have a hierarchical relationship towards your colleague.	1. Why delegation is important 2. Mindset needed for delegation 3. The 5 steps to effectively delegate and unleash the full potential of your teammates 4. Pitfalls to avoid
10	Strategic sales conversations	Experience and experiment in having a strategic sales conversation, aimed at value for the customer instead of focus on the product.	The 5 steps you go through in a sales conversation aimed at strategic value for the customer. The difference between value creation on the longer term and strategic level versus solving ad hoc issues.
11	Facilitating a virtual meeting	Experience and experiment the skill of facilitating a virtual team meeting effectively.	This lecture takes you through the challenges of virtual meetings and offers 5 steps to facilitate such a meeting effectively.