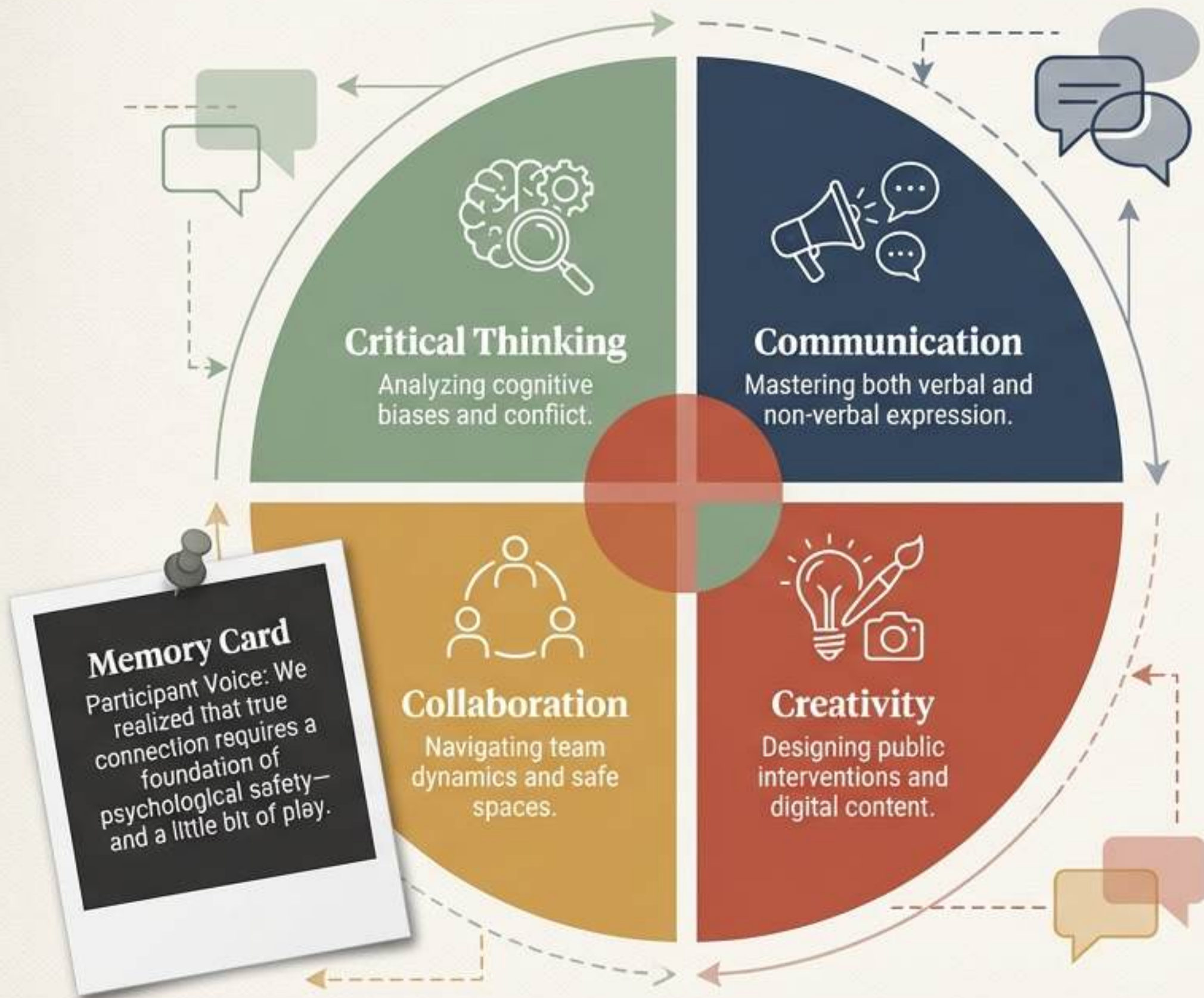


Mastering Communication

A 7-Day Journey of Connection, Empathy, and Expression



The Ecosystem of 21st-Century Skills



Superheroes Corner

Gamification Board



Designing a Team's Psychological Safety Net

Pouring Pots



The Lesson:
Success depends on communication, not speed alone.

Field Guide Tip: Always establish a team contract before the first conflict arises.

Team Contract

Motivators
While working in the group, I am engaged by...

Blockers
I don't like / I get blocked by...

Distractions
I lose focus when...

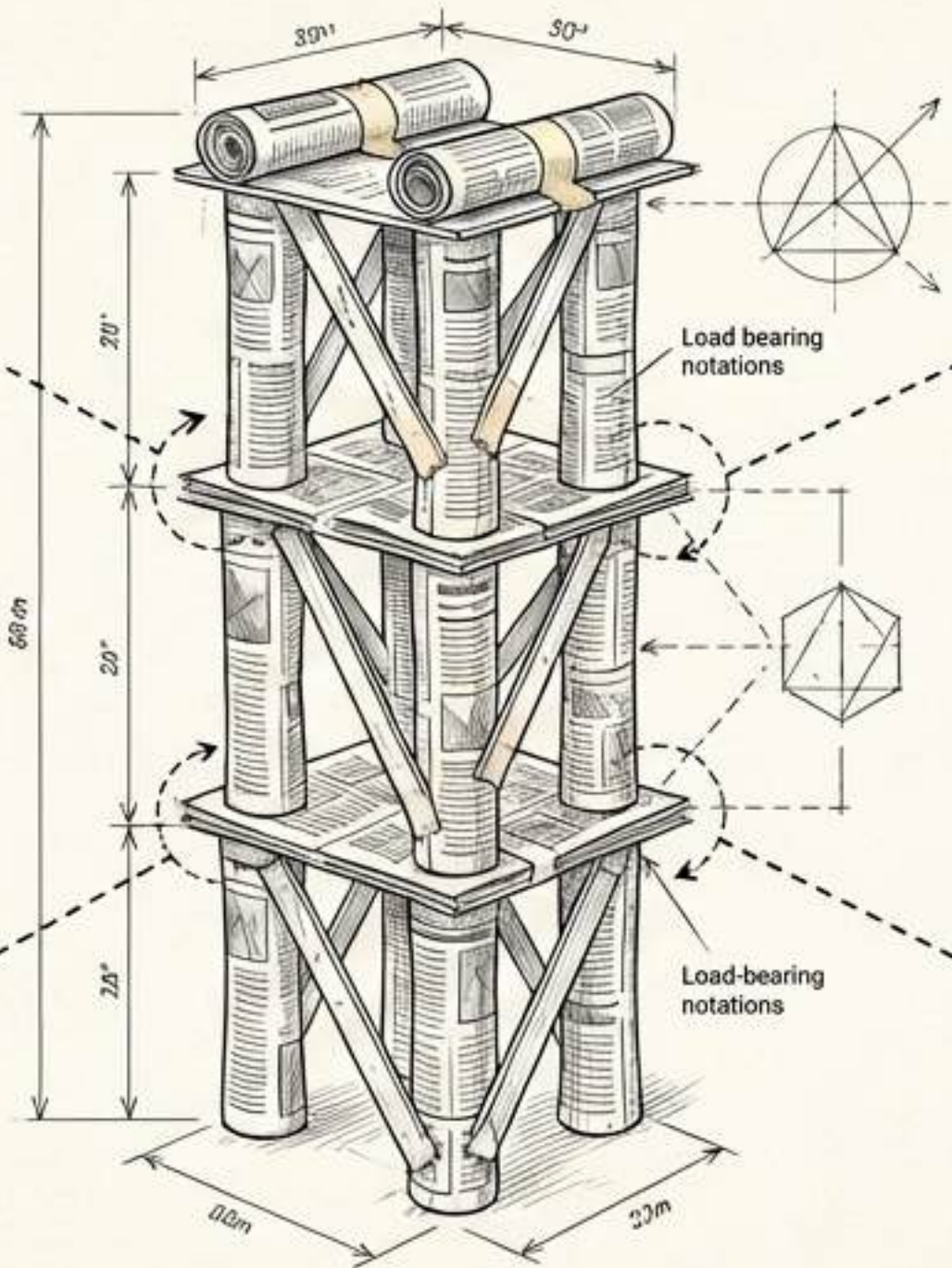
Safety Needs
I feel comfortable when...

Spotting the Invisible Barriers to Collaboration

The Silent Member
(Internal) Has valuable insights but needs structured space to speak.

Core Insight:
Barriers cannot always be removed, but identifying them ensures inclusion.

Foreign Language
(External) Requires interpretation and patience to ensure full inclusion.

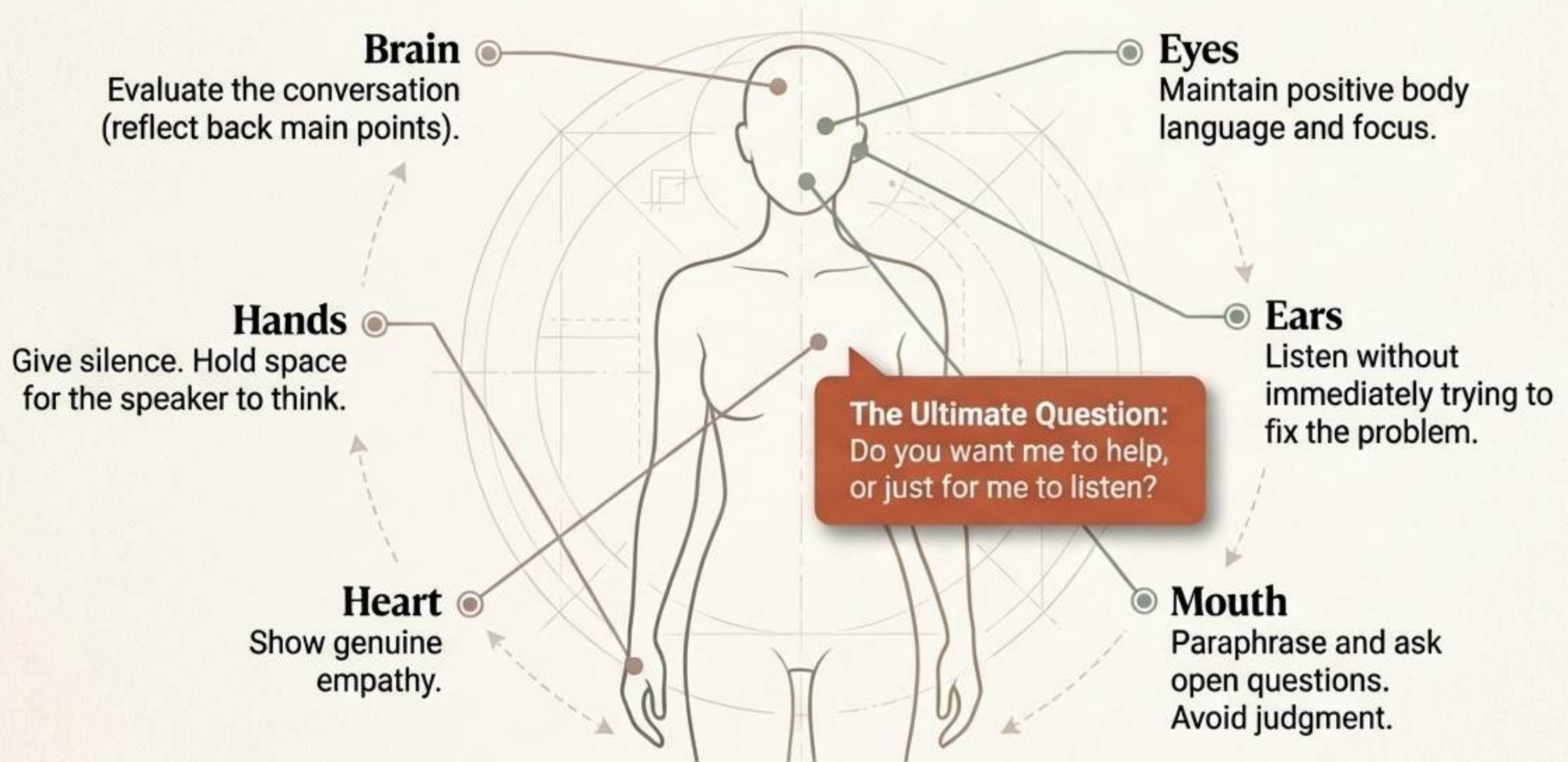


The Dominant Leader
(Internal) Pushes their vision while unintentionally drowning out alternatives.

The Distractor
(Internal) Uses humor or topic-switching, breaking team focus.

Try It Yourself: Look at your current team. Which of these four invisible barriers is silently affecting your project right now?

The Physical Anatomy of Active Listening



Navigating the Non-Verbal Space

Boundary Traffic Light



*Words matter, but
your physical presence
speaks first.*

Field Notes

Walking in a Room Experiment: The impact of eye contact

- 👁 Intimidation
- 👁 Encouragement
- 👁 Neutrality

Taking the Message to the Streets of Wisła

Message to the World Methodology

Step 1: Frame the Purpose
(What do we want locals to know/feel/do?)

Step 2: Design the Format

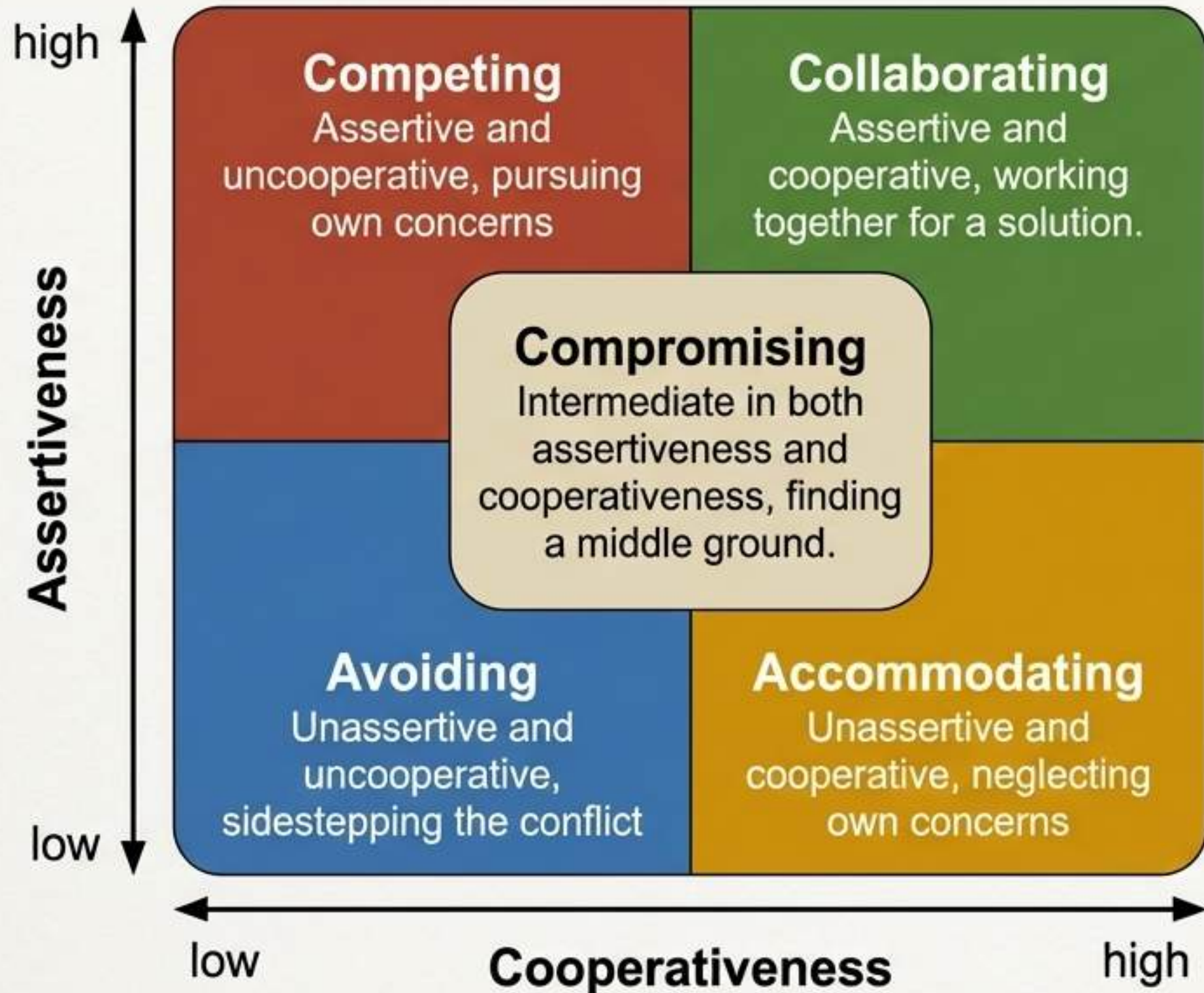
Step 3: Engage the Public
(Breaking the ice with Dzień dobry!).

Voices of Wisła

Locals shared surprising messages of hope and resilience inside the drawn chalk bubbles, proving that a simple invitation can break civic barriers.

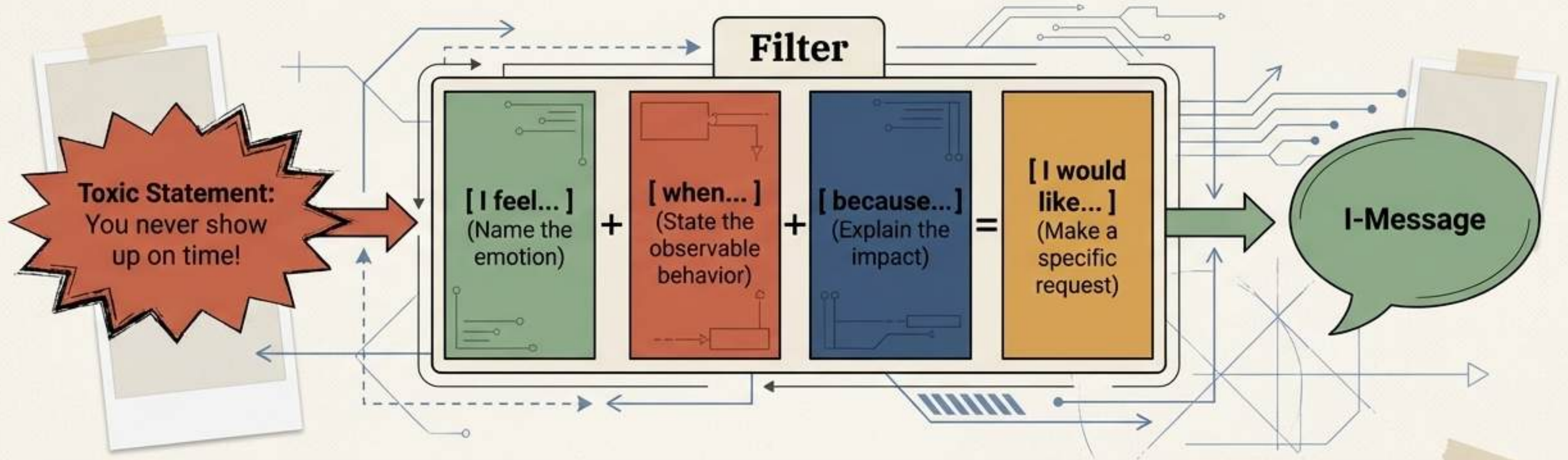


The Conflict Resolution Matrix



“
Different situations require different approaches, it is good to know the styles and when to compromise and when to e.g. accommodate or avoid
”

The Assertiveness Formula: From Blame to Action



Real-World Application Table

Before (Blame)	After (I-Message)
"You don't care about the plan."	I feel anxious when we start late because I need time to brief safely. I'd like us to set a timer."
"My roommate leaves dishes for days."	I feel overwhelmed when the sink is full because I need a clean space to cook. I'd like us to agree on a cleaning schedule.

Mapping the 10 Traps of the Inner Dialogue

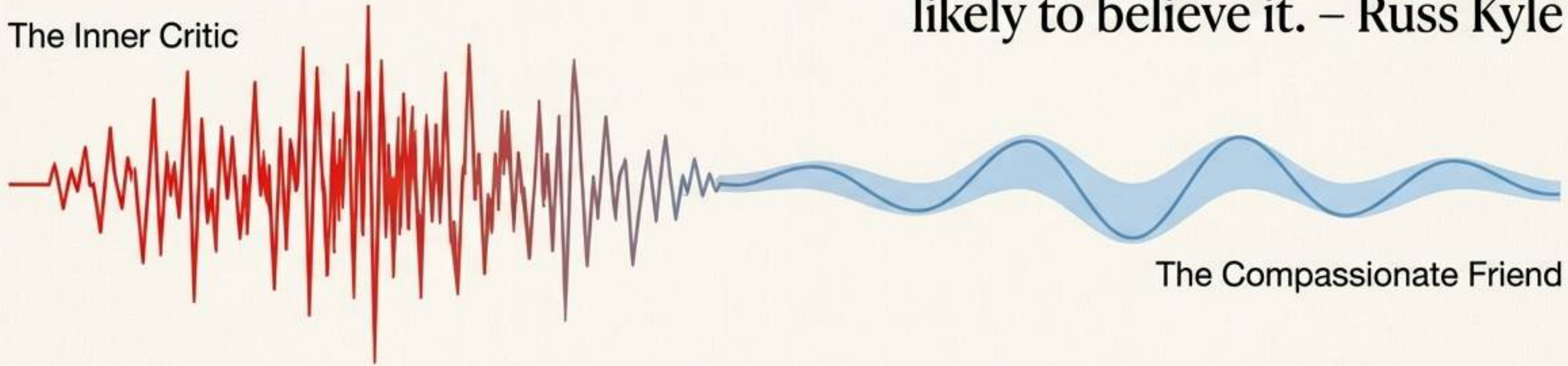


Identify these irrational self-talk shortcuts from the 'Battle of Voices' activity to begin reframing your internal narrative.

Cultivating the Compassionate Mind

Watch what you tell yourself, you're likely to believe it. – Russ Kyle

The Inner Critic



The Compassionate Friend

The Friend Reframing Method

When the critical tape starts playing, imagine a wise, kind friend who knows your flaws but accepts you fully. What would their tone of voice be? What would they say?

Translating Connection into Professional Readiness

Gratitude (Strengths)

What communication skills do I already have for interviews or teamwork?

Desires (Goals)

What job market skills do I still want to develop?

Obstacles (Habits)

What internal habits or external factors limit my opportunities?

Fears (Risks)

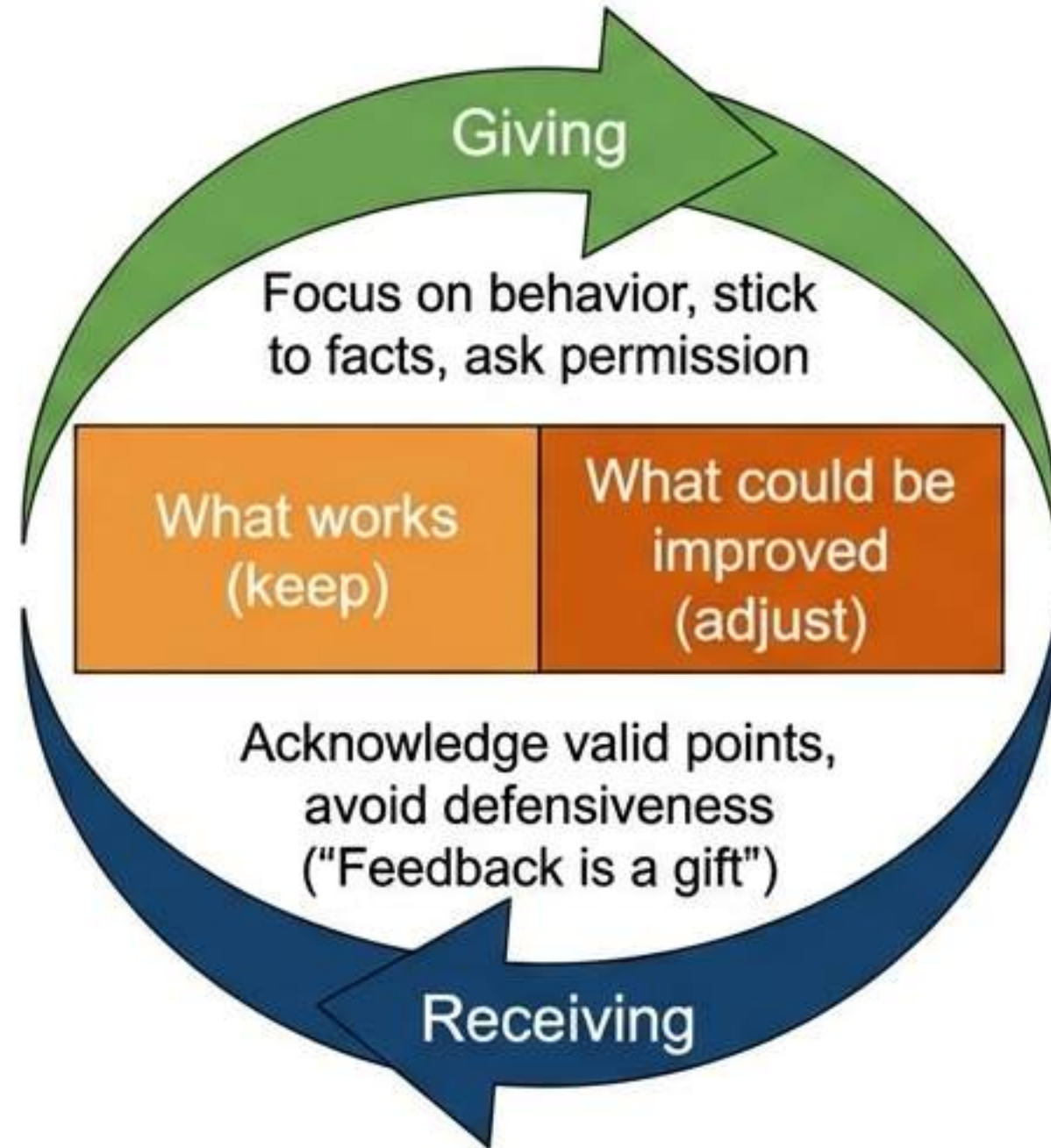
What do I fear could go wrong in a new professional role?

Next Steps

Action: Define one small action to take this week (e.g., update CV, practice interview questions).

Amplifying the Message: Feedback & Creation

The Feedback Loop



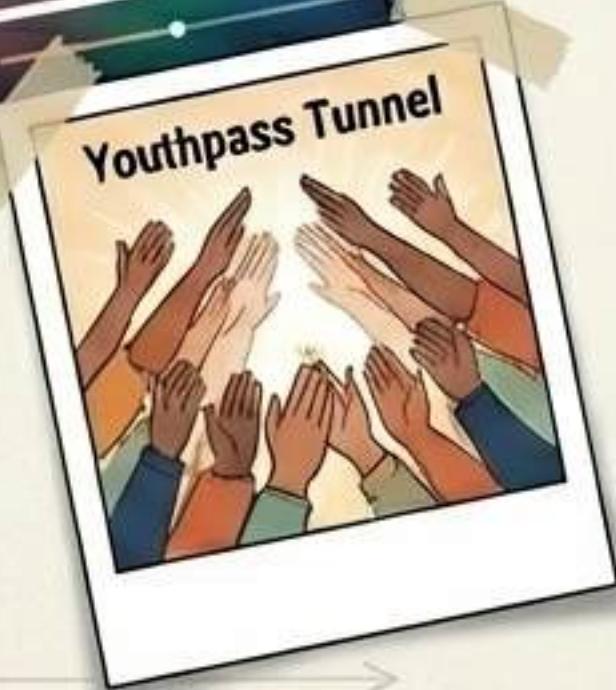
Participants' Feedback



"I feel more comfortable expressing myself in front of people."



"Mastering the 4 C's changed how I see my own potential."



"A transformative week of vulnerability and growth."

Want to know more?



Our Mastering
Communication
Podcast



Young Wave NGO
- project
highlights on
social media



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