



CONTACT

WORKSHOPS FOR
TEAMS AND MANAGERS

DIALOGUE IN THE DARK AND SCENES OF SILENCE

Consens Ausstellungen GmbH

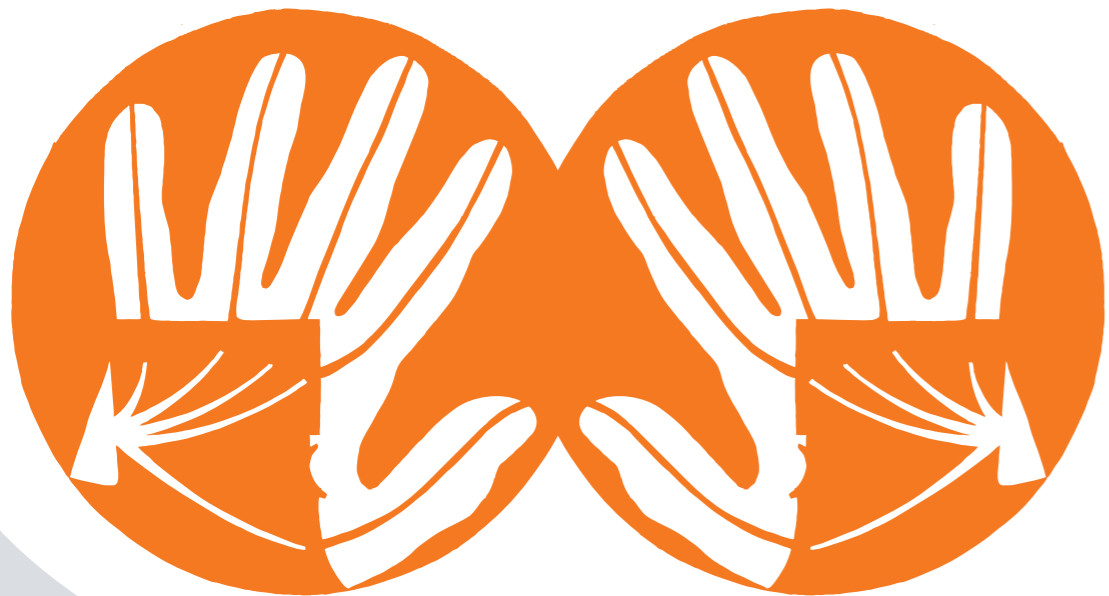
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PREFACE

As a human resource manager, you know that the best way to discover and nurture the untapped potential of any employee, lies outside the usual routine. You may be familiar with tourism offers in Favelas or slums, survival training in jungle camps, or role reversals acted out in hostels and prisons. You may also be familiar with incentive programs offered in ice hotels and Bedouin tents. In all their variety, these experiences have one thing in common: they offer the opportunity to get a glimpse at a previously unknown way of life and to test one's own boundaries. It is by experiencing extreme situations we discover most about ourselves and others.

In our exhibitions "Dialogue in the Dark" and "Scenes of Silence", visitors will experience new and very different situations, since they will not be able to either see or hear anything. The loss of just one of the senses, be it the sense of hearing or the sense of sight, represents an extremely fundamental situation for humans. Perhaps it is hard to imagine that such a loss carries with it the potential to free unknown and untapped resources. However, even the temporary loss of one of the senses leads to a deceleration of the everyday routine and a focused concentration on the essential.

The experience of total darkness—or total silence—will display a person's emotional intelligence and social competence, as these are the abilities that spring into action and quickly enhance. Course participants are confronted with themselves, others and—most importantly—the unknown. Our trainers, themselves blind or deaf, are experts in either non-visual perception or non-verbal communication. They create a learning atmosphere of authenticity, empathy and openness.

Our workshops for social and emotional learning can be an important contribution to personality development, while enhancing human interaction and mutual understanding. Therefore confirming Martin Buber's observation: "The only way of learning is by encounter."

We are looking forward to an encounter with you and your team.

Dr. Andreas Heinecke

*Founder and CEO of Dialogue in the Dark,
Scenes of Silence*

EMOTIONALLY CHALLENGING

COGNITIVELY DEMANDING

SUSTAINED EFFECT

AVAILABLE WORKSHOPS:

“THERE ARE CERTAIN THINGS THAT ARE
BEST SEEN BY USING ONE’S EARS” Wilhelm Busch

WORKSHOP IN THE DARK

In the rooms of “Dialogue in the Dark”, participants will experience training while submerged in complete darkness. The concept of this workshop was created by our blind trainers, who also run it and help the participants to make full use of their perceptual potential.

After a surprisingly short time, participants discover how their other senses adjust to special situations, making them ever more competent. In the dark, there are no appearances to deceive the eye, highlighting just how important the powers of communication are as a link between people. Our creative and intelligently designed Training Modules challenge thought and action, widening the range of experience for the participants.

In these unfamiliar surroundings, participants have an encounter with the unknown that provokes sustainable thought processes and fuels innovation.

The actual contents and goals of the workshop are tailored to each group’s individual needs. We are happy to offer our experience in this regard.

Goals

Methods

Framework:

- Duration: 60-120 minutes
- Number of participants: max. 24 persons per workshop
- Trainer: specially skilled blind staff of “Dialogue in the Dark”
- Venue: completely dark rooms at “Dialogue in the Dark”

This team building exercise takes the participants into the exceptional situation of total darkness. In the rooms of "Dialogue in the Dark" the team discovers that darkness illuminates what is truly essential.

In order to solve challenging tasks in these unfamiliar surroundings, team members must completely trust, communicate and listen to each other. Challenges are provided that can only be successfully completed if the team manages to communicate effectively. By experiencing shared success under difficult conditions, an intensive group cohesion is created which has a sustained effect on team development.

The participants are safely guided by a trainer as a tour through the completely dark rooms of "Dialogue in the dark" begins. After a warm-up phase, several participants assume leadership roles at various stages, while helping the team to solve challenging

tasks. Who leads the group over a shaky suspension bridge? Who is taking care that all members find the matching vegetables at the market? Who is navigating the boat on the ride across the dark river? After an exciting tour through the world of the invisible, everyone meets up in the dark-bar, who will pour the drinks for their colleagues?

All of the tasks and duties of this tour are designed so that only effective communication and cooperation will lead to success.

The training in the dark is followed by a reflection in the light with the trainer. The experiences without sight are used to identify fundamental cognitions about communication and processes within the team. Impressive experiences, combined with selective reflections, assure that what is learned is successfully transferred into the daily work routine.



Goals:

- Improve cooperation in the team in order to make it more effective
- Taking responsibility for the group
- Promoting key skills as a basis for improving teamwork
- Enhance motivation and identification within an enterprise

Contents and Methods:

- Tour and solving tasks in complete darkness
- Reflection and Discussion

Framework:

- Duration: ½ day
- Number of participants: 6 – 24 max.
- Trainer: Dörte Maack
- Venue: "Dialogue in the Dark", Exhibition and Seminar rooms



TEAM BUILDING II

Building on the training in the dark and reflection in the light (see Team Building I), a completely dark room awaits the participants after lunch. Here they will be asked to assemble and supply coffee tables.

Each group of up to eight members must set the tables with chairs, table cloths and all necessary utensils from teaspoons to pots of steaming coffee. All items must first be located, identified and then set in the correct places. Before entering the dark, the entire group must agree on a work flow that will reasonably involve all team members. Once successfully completed, the participants will sit down and enjoy coffee and cake while engaging in stimulating conversation in the extraordinary ambiance of total darkness.

THE DEVELOPMENT OF STRATEGIES TO SOLVE A PROBLEM IN THE DARK STRENGTHENS A TEAM'S COHERENCE, COMMUNICATION AND EFFECTIVENESS.

After this complex training module, another intensive exchange in the light will take place between the trainer and the teams. The strategies and solutions of each group will be analysed along with individual impressions and attitudes.

The trainer and team leader can prepare specific team-relevant aspects to be addressed during this full-day workshop. Aspects such as dealing with feedback, conflict, change, time pressure and expectations can be focused on. Both the exercises in the dark and reflections in the light can also be adjusted for special requirements.

Goals:

- Improve cooperation in the team in order to make it more effective
- Taking responsibility for a group
- Promoting key skills as a basis for improving teamwork
- Discover problem areas within a team
- Enhance the ability to take criticism and problem solving within a team
- Enhance motivation and identification within an enterprise
- New project kick-off
- Team building for new projects and company/ departmental merges

Contents and Methods:

- Tour through dark rooms
- Task solving in the dark
- Reflection and Discussion
- personal, partner and group reflection
- Brief application to subjects relevant to work

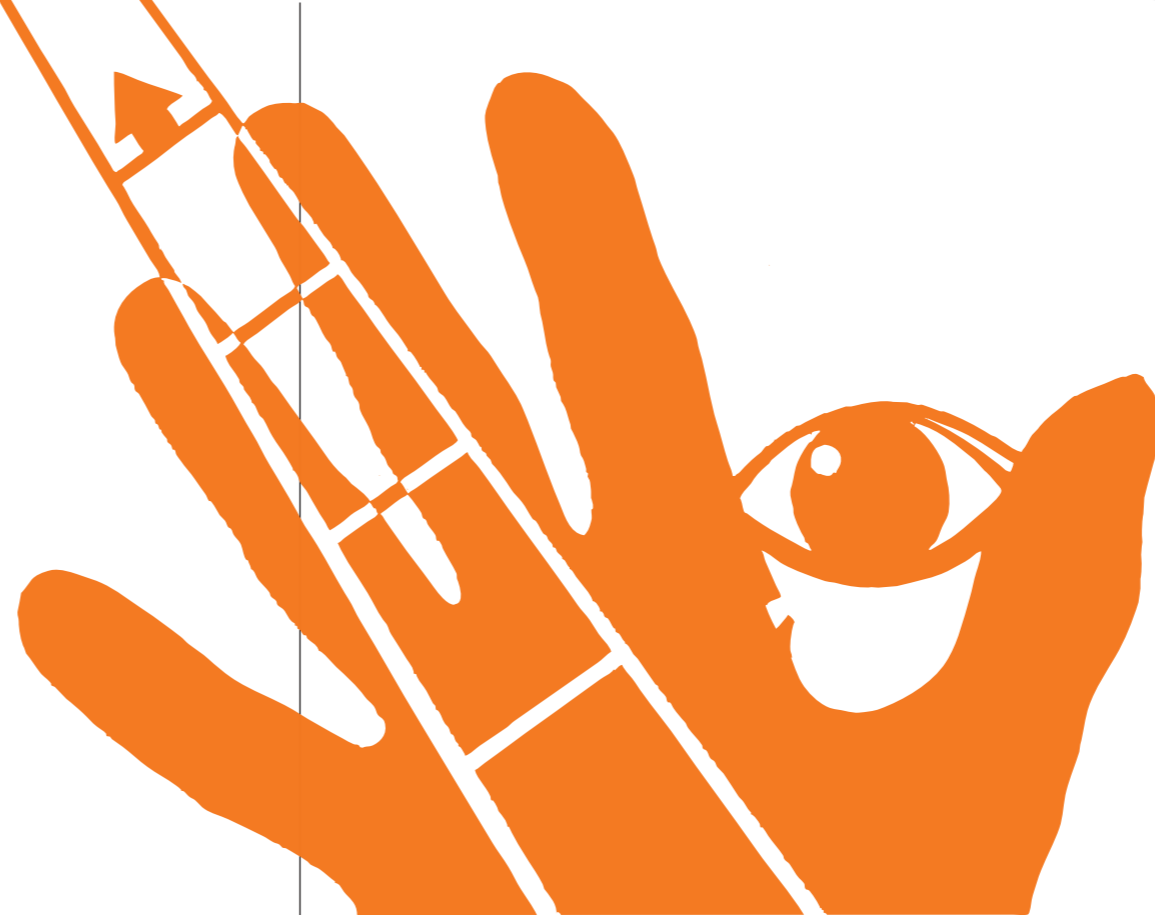
Framework:

- Duration: 1 day
- Number of Participants: 6 – 24 max.
- Trainer: Dörte Maack
- Venue: "Dialogue in the Dark", Exhibition and Seminar rooms

PERSONALITY DEVELOPMENT FOR MANAGERS

This intensive seminar is based on very effective methods for enhancing leadership skills. The training modules that are held in both the silence and then in the dark will create a totally unpredictable situation. The challenging and unfamiliar surroundings provoke, irritate and sensitize—all at the same time. By experiencing one's own boundaries, a Manager not only achieves a clearer identity, but is motivated through self-reflection. The deceleration required during some of the training modules makes the participants very aware of

their limitations – a necessary step in improving skills. The routine patterns of communication and action do not apply under these completely changed conditions, therefore one is more prepared to recognize general shortfalls. In order to reach a defined goal without the help of either auditory or visual perception, one has to activate other resources. This brings with it new and inspiring experiences and insights which have direct application in everyday work situations.



EXPERIENCE NEW ASPECTS OF EXISTING ABILITIES USING THE INVISIBLE AND THE INAUDIBLE.

Goals:

- Experiencing one's own reaction in completely changed situations
- Sensitivity to the needs of others
- Increased empathy
- Improved ability to communicate
- Improved leadership competence

Contents and Methods:

- Optional "Silent Dinner" and "Dinner in the Dark" the night before
- Exercises in non-verbal communication
- Guided tour for small groups through "Dialogue in the Dark"
- Leadership exercises in the dark
- Feedback session
- Discussion in small groups and as a full team

Framework:

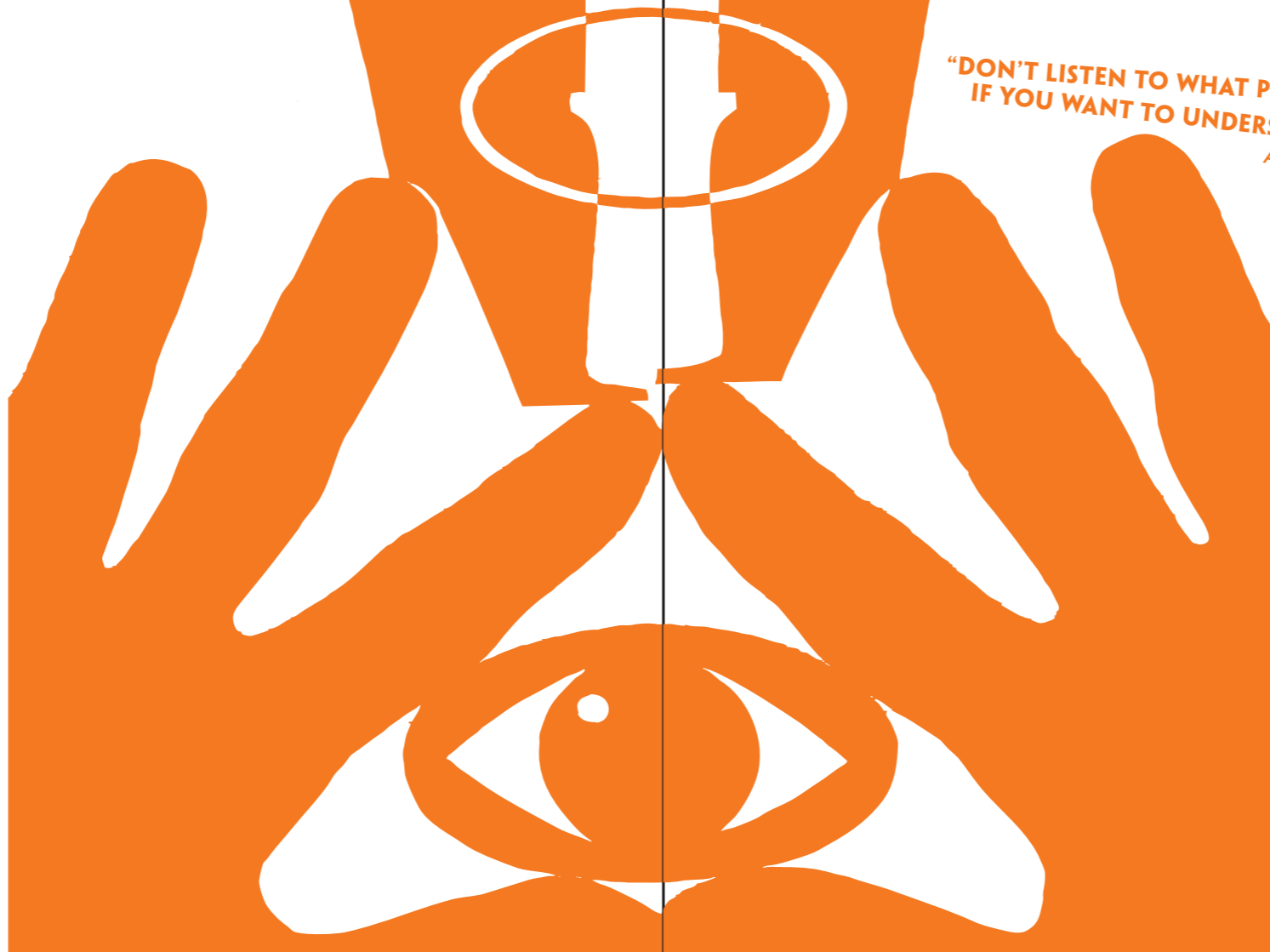
- Duration: 1 day
- Number of Participants: 6 – 20 max.
- Trainer: Dörte Maack and Dr. Ulrich Hase
- Venue: "Dialogue in the Dark", Exhibition and Seminar rooms

COMMUNICATION TRAINING I

This Seminar was developed specially for participants who want clear, self-confident and purposeful communication skills, useful for everyday work situations. The training units teach fundamental facts about talking with colleagues, business partners and superiors.

The participants are equipped with sound-proof ear protection that block nearly all auditory perception. This assists the participants to focus on their own perception and to be more prepared to send and receive non-verbal signals.

The trainer, who is almost totally deaf himself, will then teach basic communication strategies used by deaf people—also giving tips and ideas, based on his own experiences, that help internalize the strategies. The open and reflective discussion leaves room for questions and explanations.



**“DON'T LISTEN TO WHAT PEOPLE SAY
IF YOU WANT TO UNDERSTAND THEM”**

Antoine de Saint-Exupéry

Goals:

- Acquiring skills for better communication
- Acquiring and internalizing specific communication strategies
- Increased awareness of non-verbal signals
- Expand existing communication skills

Contents and Methods:

- Communication exercises “Silent Talk” and “Controlled Dialogue”
- Exercises for non-verbal communication
- Input on the levels of perception in communication
- Discussion in small groups
- Discussion as a full team

General Conditions:

- Duration: ½ day
- Number of Participants: 6 – 14 max.
- Trainer: Dr. Ulrich Hase
- Venue: “Scenes of Silence”, Exhibition and/or Seminar rooms



DEAF RESOURCES
HELP RESOLVE CONFLICTS

COMMUNICATION TRAINING II COMMUNICATION IN CONFLICT SITUATIONS

Just as in Communication Training I, this seminar offers an opportunity to widen one's own communication skills by using the strategies of non-hearing persons. Supporting theories behind the communication exercises are explored in detail.

The knowledge and skill acquired in the communication lessons are then tested and reinforced during a "Silent Dinner". Joined by specially trained non-hearing staff, the participants will enjoy a delicious dinner while interacting with each other in a soundless environment.

The impressive exercises, supporting theory and moving "Silent Dinner" experience form building blocks that ultimately create new ways to recognize and overcome conflict by using the communication skills mastered in this seminar.

Goals:

- Acquiring comprehensive communication skills
- Increased awareness of non-verbal signals
- Broaden existing communication skills for established and emerging conflicts
- Acquiring specific communication strategies for conflict resolution

Methods:

- Communication exercises "Silent Talk" and "Controlled Dialogue"
- Exercises in non-verbal communication
- Reflection and experiences
- Theory on how communication is perceived
- Exercises for overcoming conflicts in dialogue
- Practical Application of "Silent Talk" findings
- Practical Application of acquired skills and strategies during "Silent Dinner"

Framework:

- Duration: 1 day
- Number of Participants: 8 - 14 max.
- Trainer: Dr. Ulrich Hase
- Venue: "Scenes of Silence", Exhibition and/or Seminar rooms



YOUR IDEAS ARE OUR INSPIRATION!



WORKSHOPS TAILORED TO ADDRESS
SPECIFIC NEEDS

Workshops

Do the listed workshops not quite match your time-frame or specific needs?

Please contact us! We are happy to create a workshop designed around your specific needs and wishes.

Events

Be it a very special location for an office party, a unique dancing experience where inhibitions disappear in the dark, or an ingenious product presentation that will not be soon forgot—consider the exhibition rooms of “Dialogue in the Dark” and “Scenes of Silence” for your next event. We would be delighted to work with you on suggestions for unforgettable events and parties in our house.



INSTRUCTORS

DÖRTE MAACK

Born in 1967, Dörte Maack has been a lecturer and trainer for the Consens Ausstellungs GmbH since 2002. Within the exhibition “Dialogue in the Dark”, she develops, plans and executes workshops for the dark. She is a trained actress and has worked in drama education for many years. Other qualifications include a degree in education, sports and linguistics—followed by a special teaching post at the University of Hamburg. Ten years ago, Dörte Maack lost her sight and is only able to differentiate between light and dark. Her life experience, both with and without sight, have been extremely useful in manager and team training.

DR. ULRICH HASE

Born in 1955, Dr. Ulrich Hase has been almost completely deaf since early childhood. He studied Law and Education, as well as Special Education for the Deaf in Bielefeld, Münster and Hamburg. Dr. Hase specialized in rehabilitation as well as political and public administration. Apart from additional qualifications in counselling, moderation and communication, he is a trained mediator with advanced training in mediation for political and public administration. Dr. Ulrich Hase sees his handicap as something that has widened his range of perceptual abilities—an important basis when planning his seminars.

FEEDBACK

"Initially there was the question of how one would get us 'Old Managers' to the point where we would critically reflect on our own behaviour, and if necessary—change it. We decided to confront our managerial staff on an emotional level under the heading 'Irritation, Confrontation, Provocation and Awareness'. To this end we planned a leadership seminar with the colleagues of 'Dialogue in the Dark'. 'Dialogue in the Dark' is a wonderful place to touch managerial staff on a completely different level, to remove them from their usual behaviour patterns and take them right to the limits of their experience. This has had a lasting effect, and it has put subjects like communication, cooperation, and how to deal with change into a new perspective. The need for training in communication, cooperation and dealing with change is certainly not a new problem for any manager. However, it is a totally new level of learning when managers have to deal with this in a new and unknown situation where it is necessary to make decisions and take action outside of one's comfort zone."

(Andrea Reise, Director of Human Resources—SGS Gruppe Deutschland)

"The half-day training session for our European Junior Managers met even our highest expectations. Afterwards, the impressions and the exercises in the

dark were discussed, giving our colleagues a chance to analyse their leadership skills from a completely new perspective. The feedback of all 16 participants was very positive, and for the future we have decided to offer this training to our own colleagues." (Heino Plöger, Manager Personnel Development, Olympus Europa GmbH)

"The workshop to reinforce our Distribution and Customer Service Teams was most impressive for everyone. In particular, the moderation in English and German was very important for our international team. The evening we spent with 'Dialogue in the Dark' has brought us closer together." (Thomas Jost, Logistics Manager – Cargill GmbH)

"The mutual exchange of our impressions after the training in the dark showed us the importance of utilizing the strength of individual members for the whole group. With the help of expert guidance, the benefits of team spirit and cooperation were quickly felt in everyday situations." (Thomas Bugert, Team Manager—Airbus Cimpa GmbH)

"The whole team was very enthusiastic and we had super feedback. This has set a high standard for our future team events!" (Jörn Sadowski, Sales Manager—Lekkerland GmbH & Co. KG)



"The workshop was brilliant and very professional. It was extremely well received by all of our participants. In this way we have reached our goal—for a group of people that started out as strangers to get to know and trust each other very quickly." (Bianka Städing, Personal Assistant—Unilever Deutschland GmbH)

"The experience was simply great, and the team was very enthusiastic. It was a great opportunity, as well as an important and lasting experience for us all." (Stefanie Gauger, Team Leader—Otto (GmbH & Co KG))

"The learning effect is achieved by really listening to each other and by thinking together in a challenging environment. Both of these things found direct application at work." (Herald Sun, Australia, 2007)

"Darkness is the place for reflection." (Stefano Aversa, Co - President Alix Partners (Wirtschaftswoche, 2007))

"Managerial staff without a personal identity often fail to get across fundamental concepts for decisions. A few hours in darkness helps sharpen the identity of any manager." (Klaus Schwab, World Economic Forum, 2007)

In the dark, nobody can hide. The voice gives away how you feel, the unfamiliar environment heightens your readiness to talk openly." (Wirtschaftswoche, 2007)

"An ideal experiment for managerial staff." (Financial Times Deutschland, 2007)

"In the dark, deficits show up." (Fr-online/2006)

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