

› Speak, Lead, Connect: Essential Communication and Soft Skills ‹

Host University: Josip Juraj Strossmayer University of Osijek - HR OSIJEK01

Host Faculty: Faculty of Electrical Engineering, Computer Science and IT Osijek - FERIT

Venue: Kneza Trpimira 2B, HR-31000 Osijek, Croatia

Target groups: Students and Staff

Partner Universities: "1 Decembrie 1918" University of Alba Iulia, Romania, RO ALBAIU01
Technical University of Varna, Bulgaria, BG VARNA02

**Minimum
number of
participants**

20

≡ General info

- **BIP title:** Speak, Lead, Connect: Essential Communication and Soft Skills
- **BIP code:** 2024-1-HR01-KA131-HED-000200509-1
- **Lead Instructor / BIP Coordinator:** Assistant Professor Dragana Božić Lenard, PhD
› e-mail: dragana.bozic@ferit.hr
- **Contact hours:** 75 face-to-face + 15 online
- **Dates for physical component:** October 6-10, 2025
- **Dates for virtual component:** October 27-29, 2025
- **ECTS credits:** 3
- **Target audience:** Undergraduate and graduate students, (non) academic staff
- **Prerequisites:** English language B1-B2 proficiency level

Website for information

Application procedure



**Deadline For
Application**

**June
30**

☰ Summary

This blended intensive programme focuses on communication and soft skills. It is designed to prepare participants for professional success in diverse and multicultural environments. Through a blend of interactive workshops, practical activities, and reflective discussions, participants develop essential skills for effective communication, collaboration, and leadership.

The program begins with an exploration of cultural differences and their impact on communication styles, using activities such as case studies, roleplays, and icebreakers to enhance understanding of professional English and strategies for addressing cross-cultural miscommunication. Participants then focus on refining their professional communication skills, including writing emails and reports, conducting interviews, and engaging in team discussions, with an emphasis on clarity, cultural appropriateness, and actionable feedback.

Teamwork and leadership take center stage as participants engage in collaborative challenges, decision-making simulations, and discussions on leadership styles across cultures. Public speaking techniques and conflict resolution strategies are also covered, with opportunities for participants to practice delivering speeches, manage difficult conversations, and address workplace disagreements with cultural sensitivity.

The course concludes with a focus on networking, crafting elevator pitches, and presenting on topics that integrate the week's lessons. Detailed feedback throughout the program ensures participants leave with polished communication skills and greater confidence in navigating professional and multicultural contexts.

☰ Learning Objectives / Outcomes

**Understand and adapt to
cultural differences**

- **identify** how cultural differences influence communication styles and professional interactions
- **apply** strategies to navigate and mitigate cross-cultural miscommunication effectively

Develop professional communication skills

- **write** clear, concise, and culturally appropriate professional emails and reports
- **communicate** confidently in professional settings such as interviews, client meetings, and team discussions

Enhance teamwork and collaboration

- **demonstrate** effective collaboration strategies in multicultural teams
- **analyze** teamwork dynamics and **apply** techniques to foster inclusive and productive group interactions

Strengthen leadership and decision-making abilities

- **identify** leadership styles and adapt them to diverse cultural contexts
- **apply** decision-making techniques to solve workplace challenges collaboratively

Master public speaking and conflict resolution

- **deliver** well-structured and engaging speeches tailored to a professional audience
- **handle** difficult conversations and **resolve** workplace conflicts with cultural awareness and sensitivity

Build networking and presentation skills

- **craft** and **deliver** effective elevator pitches tailored to professional goals
- **present** ideas clearly and persuasively, incorporating feedback to refine delivery and content

Reflect on personal growth and skill development

- **evaluate** their communication and soft skills progress throughout the course
- **develop** a personalized action plan for applying these skills in real-world professional contexts

≡ Course Content

1 Day

INTRODUCTION AND BASICS

- **Welcome and orientation:** brief overview of the course goals, schedule, and expected outcomes.
- **Icebreaker activity:** "Cultural Bingo": students find others who match specific cultural traits or experiences.
- **Reflection:** how do cultural differences influence communication styles?
- **Workshop:** understanding professional English
- **Key concepts:** direct vs. indirect communication.
- **Activity:** case study analysis on miscommunication in cross-cultural settings.
- **Roleplay:** students act out common misunderstandings due to cultural differences and discuss solutions.

PROFESSIONAL COMMUNICATION SKILLS

- **Workshop:** Writing professional emails and reports
- **Roleplay scenarios:** job interviews, client meetings, and team discussions.
- **Feedback:** focus on language use, clarity, and cultural appropriateness.
- **Peer review:** students exchange and critique each other's written or spoken tasks.

Day 2

SOFT SKILLS FOR GLOBAL PROFESSIONALS

- **Session:** teamwork and collaboration in multicultural settings
- **Activity:** escape room challenge (students solve a series of puzzles in teams).
- **Debrief:** discussion on teamwork dynamics, roles, and communication strategies.
- **Workshop:** leadership skills and decision-making
- **Mini-lecture:** leadership styles and their cultural variations.
- **Case study:** analyze a real-world example of a successful leader in their field.
- **Group activity:** decision-making simulation (e.g., solving a workplace problem).

Day

3

Day

4

ADVANCED COMMUNICATION AND PUBLIC SPEAKING

- **Workshop:** Writing professional emails and reports
- **Roleplay scenarios:** job interviews, client meetings, and team discussions.
- **Feedback:** focus on language use, clarity, and cultural appropriateness.
- **Peer review:** students exchange and critique each other's written or spoken tasks.

Day 5



APPLICATION AND REFLECTION

- **Session:** teamwork and collaboration in multicultural settings
- **Activity:** escape room challenge (students solve a series of puzzles in teams).
- **Debrief:** discussion on teamwork dynamics, roles, and communication strategies.
- **Workshop:** leadership skills and decision-making
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≡ Methods

Interactive workshops

Hands-on sessions to introduce key concepts and techniques, allowing participants to learn through guided practice.

Case studies

Real-world scenarios to analyze communication challenges and solutions, fostering critical thinking and application.

Roleplay activities

Simulations of professional situations (e.g. interviews, meetings, conflicts) to practice and refine communication strategies in a safe environment.

Collaborative activities

Team-based tasks, such as an escape room challenge or decision-making simulations, to build teamwork and problem-solving skills.

Ice-breakers and warm-ups

Engaging activities like “Cultural Bingo” to build rapport, encourage participation, and introduce cultural topics.

Mini-lectures

Concise presentations to provide theoretical grounding on topics like leadership styles, direct vs. indirect communication, and professional etiquette.

Peer review

Participants exchange written or spoken tasks and provide constructive feedback, enhancing critical evaluation and self-awareness.

Simulations

Scenarios designed to mimic real-world challenges (e.g. handling workplace disagreements or delivering professional speeches) to practice advanced skills.

Individual and group presentations

Opportunities to synthesize and present what participants have learned, with feedback on content, delivery, and cultural appropriateness.

Reflection

Guided discussions after activities to analyze what was learned, identify areas for improvement, and connect insights to real-life applications.

Mentorship and feedback

Regular, detailed feedback from the lead instructor and peers to refine skills and boost confidence in communication.

Multimedia integration

Use of videos, audio recordings, and online tools to demonstrate concepts, facilitate practice, and enhance engagement.

Gamified elements

Incorporation of fun, game-based elements like quizzes or challenges to maintain energy and motivation throughout the course.

☰ Assessment

- **Participation and engagement**
Evaluation of participants' active involvement in workshops, roleplays, and discussions. Observation checklists to track engagement and collaboration.
- **Portfolio assessment**
Assessment of participants portfolio of tasks completed during the course, such as emails, case study analyses, and elevator pitches.
- **Instructor's feedback**
Ongoing, formative feedback after activities, focusing on strengths and areas for improvement.
- **Final presentation**
Participants' individual or group presentations on a topic related to the course, focusing on content, delivery, and integration of course concepts. Instructor's feedback and peer evaluations.

☰ Practical info

Student Center



Bus



Train



Social events



About FERIT

