



COURSE "ENTREPRENEURIAL SKILLS FOR 21ST CENTURY"

DISSEMINAÇÃO

6 de junho de 2024

PROGRAMA

- Empreendedorismo
- Networking
- Gestão de stress
- Gestão de conflitos
- Aprendizagem e estilos de planos de aprendizagem
- Resolução de problemas
- Comunicação
- Gestão da reclamação

EMPREENDEDORISMO - TÉCNICAS CRIATIVAS

- Lateral thinking
- Brainstorming
- The Six universal questions
- **The Six thinking hats**
- Problem reversal
- **Lotus Blossom technique**
- Osborn's checklists & S.C.A.M.P.E.R. technique
- (...)

Six Hats of thinking



Operate as judgment



Control, organize, goal. Use to manage thinking process



Create ideas



Express fears, likes, dislikes, loves, and hates

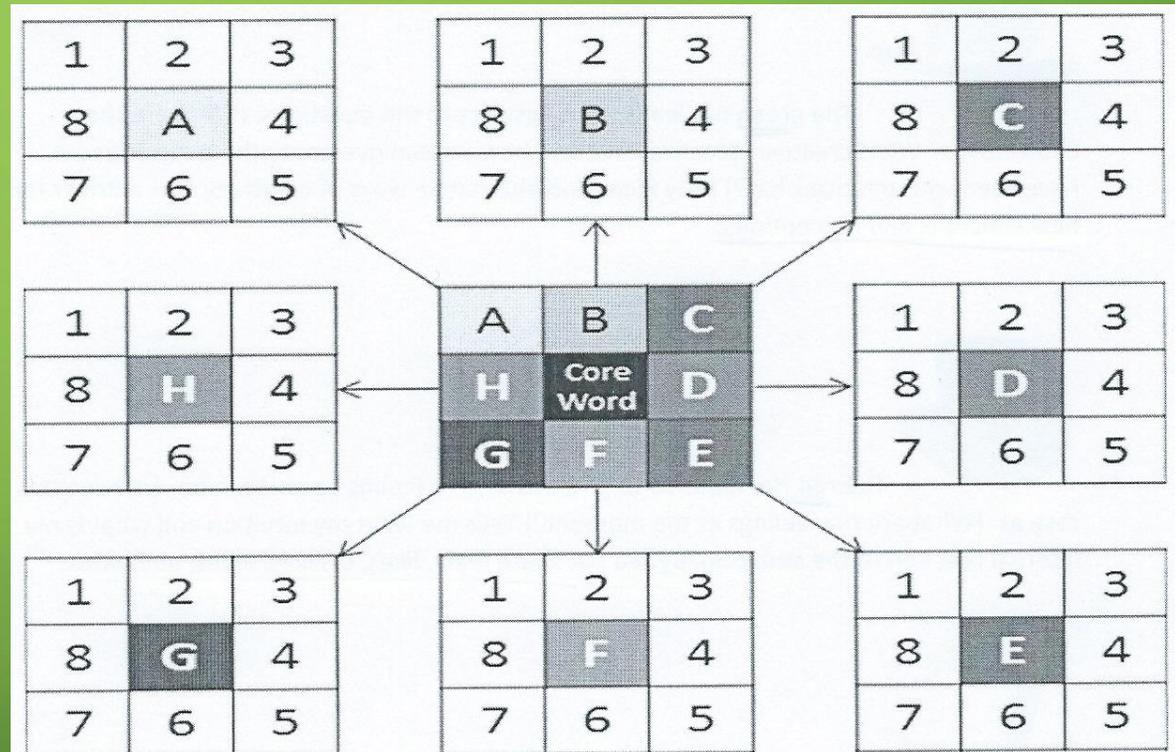


It is neutral and objective focus on the facts



Optimism, positive thinking, efficiency look at value and benefits

LOTUS BLOSSOM TECHNIQUE



COMUNICAÇÃO - MODELOS

- Estratégias de comunicação
- Obstáculos à comunicação
- Comunicação pela linguagem corporal
- Competências comunicativas
- A importância do feedback –
expressar concordância ou discordância

- **Modelos para feedback**

G.R.O.W.

O.S.K.A.R.

I.D.E.A.

H.E.A.R.

The image features a dark green background with a subtle gradient. In the four corners, there are decorative elements consisting of thin, light green lines that resemble circuit traces or a stylized tree structure. These lines terminate in small, hollow circles. The top-left and bottom-left corners have more complex, branching patterns, while the top-right and bottom-right corners have simpler, more linear structures.

OBRIGADA!