

RICCA

A Comprehensive Communication Training Concept

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Dedicated to Bill Gates, CEO, Microsoft Corporation and Andy Khoo, Regional Director, Microsoft Asia, for excellent and uncompromising attitude, support and service.

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RICCA - from relation to association

RICCA describes a universal model of how relationships are formed and nurtured. If relationships experience impediments, RICCA is the explanation - it is also the solution.

RICCA stands for:

Relation

Interaction

Communication

Cooperation

Association

RICCA is a method of building awareness about the very roots of the communication process. It is part of the InterRel™ training paradigm that I have created.

InterRel™ is concerned with helping its clients improve their relational qualities and skills, building them up with the willingness and the capacity to cooperate happily and productively in a team environment.

Teambuilding is vital for survival, and an art that can be learnt. Why is teamwork important? Teamwork is a form of relationship. Today, noticeably more so than in the past tasks are divided into separate areas of specialization and competency. Yet these different divisions, for example the departments in a company must interact with each other to fulfill the requirements of

the whole unit, the company. As a result, teambuilding capacities are of paramount importance. It can even be observed that they are vital for the company, and that every success of the company as a whole is catalyzed by the successful action and interaction of the company's directorship with all the lower management levels.

Relationship is based on communication because communication is the beginning of all relationship.

To build relational abilities, we need to work on our communication skills. We need efficient, productive communication and often this communication must transcend cultural borders or differences. Communication is an art, but this art can be learned, and people can be trained in this art!

It is especially the silent or hidden aspects of our communications which build the values we need to form long lasting relationships. These values are firstly trust, confidence and honesty. We normally do not discuss these aspects.

We do not reveal our perceptions regardless of whether the other person makes a trustworthy impression on us, or whether we are willing to invest in a relationship with her.

And yet, without talking about these things, we communicate about them! We do this in a non verbal manner using body language and other signals. We also use alibi language to receive

a more reliable form of feedback about these elements which actually build a relationship.

Therefore, when we relate, we enter some kind of action. We inter-act. *Interaction* follows naturally when we enter into a relationship with another.

Once we interact with each other we have communication, be it on a verbal level or mere togetherness. Out of fruitful communication grows some kind of cooperation. This means we can build sufficient trust in a relationship to deepen it and allow it to grow. Where will it grow to?

To *association*. Association is the strongest and the most lasting form of relationship. We encounter associations on a private level as marriage, on a professional level as business associations, joint ventures, trusts, and even on the government level. States relate to each other.

The United Nations organization is the result of member States relating to one another and building their relationships from interaction and communication (diplomacy), through cooperation (for example tax agreements) until the UN is a form of association.

The Two RICCA

RICCA 1 is designed to purposefully develop communication skills through building awareness about the communication process. In addition, it represents also a practical training, which is called *The Interactive Relationship Training* (InterRel™). This training provides direct feedback by involving participants in group interaction and role play so that inherent internal and external communication barriers can be made apparent and dissolved.

RICCA 2 was designed as a guest program for hotels who desire to go beyond the limitations of traditional tourism and want for their guests a program that combines stress reduction with an integrated personal growth training.

When I designed this program, a second RICCA structure came out, that I only noticed when it was ready.

The second RICCA model is:

Relaxation

Integration

Change

Communication

Association

Relaxation has been proven to be a major support in reducing stress and stress-related psychosomatic illness. It is equally powerful to enhance creativity and productivity.

Integration of our emotions is necessary to establish an inner balance in our work. It is also essential to relate harmoniously in the team. We need constant change for our inner growth. Without change there is stagnation. Evolution is based on change, change that is accepted and positively coped with. *Positive Self-Empowering (PSE)* helps. PSE is based on relaxation and works with positive suggestions to change our inner program.

Communication training is another key element in the RICCA Selfbuilding program (RICCA 2).

Unit 1 - Relax, Center and Coordinate

Progressive relaxation was established in 1926 by Prof. Dr. Jacobsen from Harvard University, USA. It is a simple and comprehensive technique which alternates tension and release of various muscles in order to receive a bio-feedback from the body which induces a steadily progressive state of relaxation.

This form of relaxation is more recent and more powerful. Music that is adapted to our natural heartbeat, using certain frequencies which coordinate the two brain hemispheres, puts us quickly in a state of deep relaxation. This relaxation process is induced in seven phases and releases efficiently body tensions and

mind blockages, opening our inner source of wisdom and our inherent potential of creativity.

Unit 2 - Integrate and Change

Spontaneous expression in art, music and dance is a primary motor of creativity. It is furthermore an ideal way to integrate and express our emotions, to bring our intellect and our intuitive thought processes in harmony. The benefits are a steadily growing state of inner freedom and peace, facility in dealing with others, and easier and more fruitful communication and relation.

Unit 3 - Communicate and Associate

Communication is first of all communication with oneself. All relationship with others is based upon how we relate to ourselves. We can distinguish inner and outer dialog or communication.

The usual inner dialog we maintain is the dialog of our inner voices. For most people this process is something involuntary or even unconscious. The inner dialog is a method which is designed to make conscious use of this fact and turns our 'inner chatter' into major benefits.

The inner dialog especially –

- Develops awareness about our daily inner voice dialogs

- Develops self-knowledge
- Develops the skill to influence positively our inner dialog
- Trains the ability to lead the inner dialog consciously for creative and communicative purposes
- Leads to an integration of conflicting goals or wishes
- Creates inner harmony
- Leads to more creativity
- Helps to realize our true potential

Conclusion

RICCA is a new form of training with different possibilities of application. The main characteristic of the training is its flexibility. It can in fact be adapted to every possible need or environment.