

# Optimizing Your Communication

Hands-on course of 3 days - 21h

Ref.: COM - Price 2024: CHF1 970 (excl. taxes)

Effective communication skills are the foundation for mutually satisfying interpersonal relationships in personal and professional life. At work the ability to communicate with clients and colleagues is essential to successful outcomes. From this workshop, participants will gain a better understanding of the communication process and have the opportunity to practice the skills necessary for communicating clearly; effective listening, responding, questioning, clarifying and assertiveness.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Adapt your communication to the other person's profile

Develop assertive behavior in your interpersonal relations

Strengthen your persuasion skills to give impact to your ideas

Express yourself with ease in different types of interventions

Overcoming stalemates

Numerous exercises and filmed role-playing with individualized analysis. Behavioral scenarios.

## THE PROGRAMME

last updated: 01/2018

### 1) Knowing the basic principles of communication

- Basic rules and diagram of communication: Sender, message, receiver, interference.
- Saying isn't communicating. Keys to effective communication.
- Life positions: Instituting a win-win contract with yourself and others.
- Understanding your own worldview: "the map is not the territory".
- Cognitive obstacles.

*Exercise* : Doing a questionnaire with analysis of the results.

### 2) Knowing yourself better to communicate well

- Self-diagnosis about your form of intelligence. Your emotional intelligence.
- Assessing your self-confidence, self-esteem, persuasion skills, and stress resistance.
- Taking stock of your own assets and room for improvement in terms of verbal and non-verbal communication.
- Pinpointing your own strengths and areas of needed improvement in verbal and non-verbal communication.

*Exercise* : Self-assessment: Understanding your personal communicator profile. Determining your level of self-confidence using a questionnaire. Feedback.

### 3) Developing assertive behavior

- Defining your role and specifying your mission in its environment: Legitimacy, credibility; recognition.
- Learning to make constructive criticism.
- Accepting criticism.
- Replacing fleeing, aggressive, or manipulative behavior with self-affirmation.

## PARTICIPANTS

People who want to improve their communication skills and get more from their business relationships with customers, suppliers and colleagues.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Knowing how to make a tricky request; phrasing a refusal using the DESC method.
- Telling apart facts, opinions, feelings.

*Exercise : Filmed scenarios: Responding assertively. Collective debriefing.*

#### 4) Paying heed to the other person through non-verbal communication

- Meaning of subconscious gestures: Self-touching, touching the other person, optimal hand positions.
- Inhabiting space and moving: Knowing how to inhabit your magic circle.
- Posture: A stable position for breathing, expressiveness, and assurance.
- Facial expressions. Gaze. Voice.

*Hands-on work : Filmed scenarios to identify the importance of nonverbal communication. Personalized debriefing.*

#### 5) Confident public speaking

- Identifying different types of speaking: Conference, presentation, debate, meeting, etc.
- Self-control.
- Calming down: Checklist for gauging your command of your body, language, ideas, and emotions.
- Using mental projection tools.
- Controlling your breathing.
- Projecting your voice and modulating it.
- Starting off right and structuring your speech.
- Choosing strong words and making an argument.

*Exercise : Exercises in voice volume and choosing the right words.*

#### 6) Selling your ideas

- Assessing the situation and clarifying the goals to achieve.
- Actively listening to the other person, questioning what they're saying, exploring, rephrasing to ensure you understand.
- Finding arguments to persuade.
- Organizing your ideas in a clear, structured way.
- Addressing resistance, understanding sticking points.
- Knowing the difference between compromise and consensus/

*Exercise : Filmed scenarios: Selling your ideas, followed by a personalized analysis.*

#### 7) Knowing how to manage delicate situations

- Understanding the causes and mechanisms of conflicts.
- Identifying different types of conflicts: Misunderstanding, conflict of interest, conflict of values, etc.
- Positioning the situation on the conflict ladder.
- Being aware of nonverbal behaviors.
- Finding ways to return to a constructive space.
- Addressing the existing conflict.
- Understanding human emotions. Situating yourself and the other person.
- Replacing "you" messages with "I" messages.
- Defusing the situation by positively influencing the other person.
- Using the DESC tool.
- Using the DESC tool.

*Exercise : Filmed scenarios: Getting around a relationship conflict. Collective debriefing.*

#### 8) Choosing the best communication channel

- Determining the right type of message for the situation.
- Thinking about the receiver and their expectations.
- Defining what makes written communication different from the telephone or face-to-face.
- Being aware of the limits of communicating by e-mail.

*Exercise : Group workshop: Tips for better managing your telephone and e-mail communication.*

# DATES

---

REMOTE CLASS  
2024 : 08 Jul, 07 Oct