

Practicing a fluent and effective DAILY COMMUNICATION

Target population

All levels, all functions.
Everyone is concerned !

Catalog Training

English Speaking countries

To include in the Company Catalog, available to staff or

to set up an action for a Service, one or several teams.

2 to 6 participants :

By videoconference : 14 hours
(in 4 to 6 modules)

A Preparatory OBJECTIVE Sheet is sent to the participants

if you wish a tailor-made, more contextualized training, a **preparatory video meeting** will be organized.

INDIVIDUAL

(by videoconference)

Depending on the goals :

TRAINING

10 hours ♦ 2 500 €

Number of sessions and frequency, defined with the trainee.

or

Operational COURSE

Contact us to clarify the context, the progress points and the challenges to face

We send a proposal with total duration and cost.

OBJECTIVES

During the training, you will have acquired skills which will enable you to :

- develop comfortable and constructive relations with your interlocutors, whoever they are (hierarchy, subordinates, customers...) no matter how difficult the situation is,
- know how to listen to and be understood and to interact naturally, despite the differences.

Possible Program Development

Leading a communication which reaches its goal

Build an objective and ensure a quality formulation to master the resulting action

Clarify the meaning of your communication, of your messages, avoid covert messages.

Understanding the differences between each sides and take them into account in order to build up the relationship

Identify the filters influencing your perception of others and situations

Adapt your behavior to the situations and to the messages which you're delivering, in order to make them clearer.

Establishing and maintaining positive relations

Know how to harmonize with the other person (attitudes, tone of voice...)

Listen carefully, rephrase.

Follow the evolution of the other person during the interaction

Building clear messages and clarify those of the other person/people

Train to be precise when exchanging information

Target your questions to obtain useful and precise information

Transform negative expressions into affirmative statements

Managing to agree with others

Clarify your satisfaction criteria and take into account those of others

Listen to criticisms and objections and use them as relevant information

Maintaining and mobilizing resources in difficult situations

Finding the positive and constructive meaning of "problem" situations

Turning obstacles into positive goals

Overcoming personal barriers to communication

Know how to breathe and release internal tensions to minimize stress.