

## Optimize your communication



COM-30 3 Days (21 Hours)

### Description

How many times during public speaking, have you felt a gap between your words and your message in your interactions with others? This training period will provide you with an opportunity to greatly improve your skills in the art of communication: adapting your words according to the listener's profile, enhance your assertiveness, your empathy, mobilize your team, fuel your ideas with energy, strengthen your power of conviction, express yourself with ease, avoiding deadlocked situations.

### Who is this training for ?

#### For whom

No special knowledge.

#### Prerequisites

None.

### Training objectives

- Adapting your way of communicating according to the other person's profile  
Developing assertive behavior in interpersonal relationships  
Enhancing one's ability to persuade in order for your ideas to have impact  
Expressing oneself with ease in various types of intervention  
Avoiding deadlocked situations

### Training program

Knowledge of the basic principles of communication

- Basic rules and layouts of communication : sender, message, receiver, interferences.
- Telling is not communicating.
- : Key elements of effective communication.
- Life attitudes : creating a win win contract with yourself and with others Understanding your own world view : « A map is not the territory.
- ».
- Cognitive barriers.
- Exercise Making of a questionnaire with an analysis of its results.

### Developing assertive behavior

- Defining your role and identifying your mission in your environment: legitimacy, credibility, awareness.
- Learning to criticize in a constructive way.
- Accepting criticism.
- Replacing forms of evasive behavior, aggressive behavior, or manipulative behavior, with self assertion.
- Learning how to make a delicate request, learning how to say « no » thanks to the DESC method.
- Distinguishing facts, opinions, feelings.
- Exercise Videotaped reenactments : answer with assertiveness.
- Group debriefing.

### Know how to listen to one's discussion partner through non verbal communication

- The meaning of gestures perceived as unconscious: self contact, hetero contact, optimal positioning of the hands.
- Taking control of your space and movements: learning how to inhabit your magic circle.
- Posture : steady breathing position, smoothness of expression and confidence.
- Facial expressions: Eyes.
- Voice Hands-on work Videotaped reenactments in order to recognize the importance of non verbal communication.
- Individualized debriefing.

### Speaking with ease

- Identifying the different types of interventions: conferences, presentations, debates, meetings.
- Self control.
- Cooling down: setting up a check list to assess body control, language control, thought control and emotion.
- Using mental projection tools.
- Controlling your breathing.
- Casting and modulating your voice.
- Getting off to a good start and structuring your speech.
- Choosing incisive words and debating.
- Exercise Exercising vocal intensity and the right choice of words.

### Selling your ideas

- Evaluating the situation and clarifying the goals to be achieved.
- Actively listening to your interlocutor, questioning to what he says, exploring, reformulating in order to make sure you're understood.
- Finding convincing arguments.
- Clearly organizing your ideas in a structured way.
- Overcoming resistance, understanding deadlocked zones.
- Distinguishing compromise from consensus.
- Exercise Reenactments on tape: selling your ideas followed up with a personalized analysis.

### Choosing the best channel of communication

- Determining the most appropriate type of message for the situation.
- Questioning the receiver and his expectations.
- Defining the specificities of written communication versus phone conversation and face to face conversation.
- Being aware of the limitations of email communication.
- Exercise Group workshop: tips to better manage one's telephone and email communication.