

Managing good communication practices in the health and medico-social sector



QST-77 3 Days (21 Hours)



Description

Communication is a management lever that impacts the quality of life at work, the prevention of psychosocial risks and collective performance. This training will allow you to master the main techniques for effectively conveying your messages and managing conflicts.

Who is this training for ?

For whom

All managers: doctors, executives, etc.

Prerequisites

Aucune

Training objectives

- Develop effective communication adapted to your management context
- Acquire skills and tools useful for good managerial communication
- Master the emotional dimension of communication
- Know how to communicate in your daily life as a manager and in difficult situations

Training program

Développer sa posture de "manager communiquant"

- Identify your preferred mode of communication.
- Identify your listening style according to Porter's study.
- Increase your potential and identify your areas of progress.
- Measure the impact of managerial communication on work efficiency.
- Identify good managerial communication practices.
- Practical work Self-diagnosis on his preferred mode of communication.
- Case study of interpersonal communication.

Optimiser la communication avec ses collaborateurs

tel (+212) 5 22 27 99 01

Image not found type WhatsApp (+212) 6 60 10 42 56

Image not found type Email Contact@skills-group.com

Image not found type Email Corner of bd Abdelmoumen and rue Soumaya, Shehrazade 3 Residence, 7th floor N° 30, Casablanca 20340, Morocco

Image not found type Email We are at your disposal De Lun - Ven 09h00-18h00

- Identify the communicator typologies of your employees.
- Discern the needs of your employees: the MASLOW pyramid.
- Appropriate the principles of non-public communication violent (C.
- N.
- V).
- Practice active listening techniques to communicate well.
- Take into account takes into account non-verbal communication.
- Practical work Behavioral scenarios on active listening and non-violent communication techniques.
- Video: analyzing the semiology of communication non-verbal.

Maîtriser la dimension émotionnelle de la communication managériale

- Define the role of emotion in managerial communication.
- Analyze our emotional reactions and those of our employees: main strengths and obstacles.
- Understand the messages delivered by emotions to create connections and communicate better.
- Practice managing emotions on a daily basis.
- Practical work Case study on emotions and their manifestations at work .
- Exercise: anchoring.
- Role playing: deciphering emotions and identifying associated behaviors.

Savoir communiquer dans son quotidien de manager

- Communicate in difficult situations with tool D.
- E.
- S.
- C.
- Know how to say no.
- Practice the reframing interview and feedback techniques.
- Know how to break bad news to a colleague or their group.
- Write your individual action plan: set objectives and desired results.
- Scenarios Scenarios filmed based on real-life professional scenarios.
- Debriefing in a group on the behaviors implemented.