

# Developing authentic and constructive communication

Hands-on course of 2 days - 14h

Ref.: VIO - Price 2024: CHF1 550 (excl. taxes)

This course will help you better understand yourself and others. It will help enhance all aspects of your interpersonal skills and teach you how to effectively and constructively resolve conflicts and work in groups.

## EDUCATIONAL OBJECTIVES

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

- Non-violent communication with your peers
- Recognise your emotions to express yourself more calmly
- De-escalate conflicts by avoiding judgements and interpretations
- Create a spirit of cooperation

## THE PROGRAMME

last updated: 11/2022

### 1) Refresher on the basics of communication

- Saying is not communicating.
- The keys to effective communication.
- Communication mechanisms.
- Better understanding for better communicating.
- Cognitive impediments.

*Exercise* : Small group discussion and sharing of experiences.

### 2) Authentic and constructive communication

- Concept and key principles.
- A mixed bag of emotions.
- Building mutual trust and respect.
- Combining language, ways of thinking, communication skills and influence.
- A valuable prevention tool.

*Role-playing* : Various role-playing games and scenarios based on real-world cases.

### 3) The ORVIEC approach to authentic and constructive communication

- 1) Observe the situation. Describe it in terms of relatable observations.
- 2) Rephrase comments and criticisms.
- 3) Express feelings and attitudes verbally. Express them clearly.
- 4) Identify and express one's needs. Make the various elements more clear.
- 5) Make a clear request. Ensure that it is feasible, concrete, accurate and positively phrased.
- 6) End on a positive and friendly note.

*Exercise* : Individual exercises. Role play.

### 4) Authentic and constructive communication tools

- Life positions. The language compass.
- Control over facts, opinions and emotions: FOE.

## PARTICIPANTS

This course is for anyone who wants to improve their relationships and work constructively as part of a team.

## PREREQUISITES

Aucune connaissance particulière.

## 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 to review your request and its feasibility.

- “Persecutor, victim, rescuer” behaviours: PVR.
- Neurolinguistic programming: NLP.
- “I” statements.
- Active listening.
- Basic needs. Porter’s attitudes.

*Role-playing : Individual and group exercises.*

#### 5) Applications of authentic and constructive communication

- Formulating criticism.
- Anticipating, de-escalating and managing conflict.
- Team management.
- Creating a group dynamic.
- Creating motivation and cohesion.

*Exercise : Role play. Sharing of experiences.*

#### 6) Creating a personal action plan

- Setting goals for improvement.
- Identifying and documenting actions to be taken.
- Setting milestones and committing to deadlines.

## DATES

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### REMOTE CLASS

2025 : 23 Jan, 15 May, 21 Aug,  
11 Dec