

# Gaining in professional ease

## Engagement and relational efficiency

Hands-on course of 2 days - 14h  
Ref.: AIS - Price 2024: CHF1 550 (excl. taxes)

Learn to engage with conviction, talk about your business clearly, listen differently and develop a cooperative approach to corporate relations by reconciling professional efficiency and individuality.

### EDUCATIONAL OBJECTIVES

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

- Understand the components of relational intelligence
- Clearly communicate about your mission or project
- Listen actively during conversation
- Improve your sense of anticipation
- Adapt your behaviour to people and situations

### TEACHING METHODS

Active teaching based on exchanges, fun role play and filmed exercises.

### HANDS-ON WORK

Fun or filmed role play, discussions that encourage participant involvement. Presentation of methods and tools.

## THE PROGRAMME

last updated: 01/2023

### 1) Developing your relational intelligence

- Make yourself understood.
- Anticipate the needs of your contacts.
- Adjust to the way your contacts work.
- Be able to ease tension.
- Respond to unspoken facts.

*Hands-on work* : Reflection on the components of professional ease.

### 2) Engaging with conviction

- Clearly define your objectives and issues.
- Move from the intuition to the idea. Speak to be heard and understood.
- Clearly explain and emphasise your activity, role and objective...
- Develop consistency and coherence.

*Hands-on work* : Filmed role play. Presenting your mission or project in three minutes.

### 3) Listening differently

- Establish the communication basics: message, sender, receiver, inferences.
- Distinguish between submissive listening and active listening.
- Identify verbal and non-verbal communication.
- Understand the concepts and phases of active listening.
- Identify the attitudes to adopt during useful listening.
- Be accessible.
- Include the other person in the exchange.
- Maintain self-control faced with stress and the unexpected.

*Hands-on work* : Active listening practice sessions in pairs.

### PARTICIPANTS

All persons involved in hierarchical or cross-functional relations seeking to reconcile economic interests, exercise of authority and human values.

### PREREQUISITES

None.

### 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.

#### 4) Gaining in efficiency

- Anticipate to avoid having to endure.
- Gain in peace of mind: keys and organisational tools.
- Communicate positively and constructively.
- Get straight to the point tactfully.
- Allow yourself to speak out and act.
- Reduce uncertainty, quid pro quos and misunderstandings.
- Go beyond the information.

*Hands-on work* : Fun exercise to highlight the keys to effectiveness.

#### 5) Developing an open mind

- Understand the approaches: cooperation and competition.
- Identify the risks and issues.
- Understand the socio-dynamics of companies.
- Adapt your behaviour to people and situations.
- Quickly map your network.
- Develop and maintain your internal network.

*Hands-on work* : Collective brainstorming and role play in sub-groups on the cooperative approach and how to adapt your behaviour to the situations faced. Group and facilitator debriefing.

## DATES

---

REMOTE CLASS

2024 : 11 Jul, 10 Oct