

Course : Decoding behaviors for better communication

Practical course - 2d - 14h00 - Ref. DOM

Price : 1590 CHF E.T.

★★★★☆ 4,9 / 5

The aim of this course is to learn how to decode the attitudes and expressions of an interlocutor, in order to move towards more authentic communication. At the end of this course, you'll know how to adapt your posture and your speech to your interlocutor, so you can communicate more effectively.

Teaching objectives

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

- ✓ Distinguish between the characteristics of different types of behavior
- ✓ Understanding the notions of image perception in exchanges
- ✓ Decoding verbal and non-verbal communication indicators
- ✓ Adapt your posture to your interactions

Intended audience

This training course is designed for anyone wishing to better communicate with others and understand what lies behind their behavior.

Prerequisites

No

Practical details

Hands-on work

This highly interactive course is based on numerous practical exercises and role-plays, with individualized feedback and analysis.

Course schedule

PARTICIPANTS

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PREREQUISITES

No

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.

1 Behaviors

- The origin and construction of behavior.
- Different types of behavior and their characteristics.
- What's behind the behavior.
- The differences between personality and behavior.
- The interaction between personality and behavior.

Role-playing

Case studies to understand the characteristics of different types of behavior.

2 Perception

- Perception bias.
- How can you refine your perception?
- The influence of words, figures and images: how to thwart attempts at manipulation?
- Analysis of speech construction.
- Prejudices and beliefs.
- Detect the interlocutor's logical mode of operation.

Role-playing

Refine your perception and thwart attempts at manipulation. Training in pairs to detect your interlocutor's modus operandi.

3 The image

- The image that each individual portrays.
- The image perceived by others.
- The role of the visual and other senses.
- Ask people around you for feedback. Improve your image
- Change the way others perceive you.
- The importance of voice.

Role-playing

Become aware of your own image. Training in pairs to solicit and receive feedback.

4 Body cues to behavior

- Body positions: arms, hands, legs, feet. Changes in position.
- Detect areas of discomfort and tension in an interlocutor.
- Detect signs in your interlocutor and position yourself appropriately with your speech.
- Facial expression analysis.

Hands-on work

Explore body positions and detect areas of discomfort. Group feedback.

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.

5 Non-verbal communication

- The basic rules of communication: operation and interference.
- Non-verbal versus verbal communication.
- The language of emotions.
- Breathing as an index of perception.
- Calibration and synchronization with your interlocutor.

Role-playing

Calibrate and synchronize with your interlocutor.

Dates and locations

REMOTE CLASS

2026 : 28 May, 15 Oct., 3 Dec.