

Course : Master the art of first contact in a professional situation

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

Price : 1610 CHF E.T.

This course introduces you to the essential communication tools you need to successfully make contact with others. You'll work on your verbal and non-verbal behaviors and learn to synchronize with the language of your interlocutor.

Teaching objectives

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

- ✓ Making contact with others successfully
- ✓ Understanding the different ways in which individuals function
- ✓ Working on verbal and non-verbal behaviors
- ✓ Learn to synchronize with the speaker's language
- ✓ Listening and assertiveness in communication

Intended audience

Anyone wishing to improve their interpersonal effectiveness.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Active pedagogy, self-diagnosis, communication exercises, role-playing followed by collective debriefing, interactive exchanges.

Course schedule

PARTICIPANTS

Anyone wishing to improve their interpersonal effectiveness.

PREREQUISITES

No special knowledge required.

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.

1 Understanding the different ways in which individuals function

- Identify the challenges of communication.
- Communication skills.
- Understand the stakes of a successful first contact and the importance of first impressions.
- Know your contact.
- Understand how you are perceived by others.

Exercise

First impressions. Group brainstorming workshop. Cross-presentation: each person introduces himself to his neighbor, who then presents to the group what he has retained.

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.

2 Getting to know each other better

- Identify your communication style.
- Become aware of your anxiety level.
- Know the binding messages.
- Understand the concept of emotional intelligence.

Exercise

Self-diagnosis to get to know yourself better: communication style, constraining messages, general anxiety, level of emotional intelligence.

3 Identify the different vectors of communication

- Analyze different modes of communication.
- Adopt an appropriate tone and rhythm of voice.
- Understand non-verbal communication.
- Opening up your "territory" to others: associated behaviors.
- Use positive expressions.
- Deciphering non-verbal communication.
- Avoid clumsy gestures.
- Body control.

Exercise

Oral presentation: talk about a passion or a subject you know well.

4 Entering into effective relationships

- Recognize different communication situations.
- Control your emotions.
- Detect the right situations.
- Adopt an open attitude.
- Getting in touch: the first words to use.
- Present yourself with impact.
- Master the first minute of the exchange.

Exercise

Prepare a presentation of yourself and your career path in front of the group.

5 Adapting your communication

- Detect communication registers.
- Adapting to others.
- Listen to be listened to.
- Practice active listening.
- Be assertive.

Role-playing

Conducting professional interviews in pairs. Collective debriefing.

Dates and locations

REMOTE CLASS

2026 : 4 June, 26 Nov.