

Course : Knowing how to improvise to react and control your communication

develop your fluency and repartee

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

Price : 1610 CHF E.T.

★★★★☆ 4,5 / 5

How to be at ease and react effectively in any communication situation? Participants will develop their self-confidence and charisma, and learn to adapt to the reactions of a group. Thanks to adapted communication techniques, they will be able to convince others through perfect self-control.

Teaching objectives

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

- ✓ Developing self-confidence and charisma
- ✓ Adapt to group reactions
- ✓ Moving away from justification to explanation
- ✓ Answer objections methodically

Intended audience

This course is for anyone who wants to improve their interpersonal skills.

Prerequisites

No special knowledge required.

Practical details

Teaching methods

Active and dynamic teaching methods: hands-on exercises followed by group analysis.

Course schedule

PARTICIPANTS

This course is for anyone who wants to improve their interpersonal skills.

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 Communication: verbal and non-verbal

- Relaxation, voice and warm-up. Identifying verbal tics.
- Occupying space and gestures. Detection of parasitic behaviors.
- Self-confidence: boosting self-esteem.
- Credibility by accepting the ridiculous.
- The impact of your behavior: dare to be authentic.
- Blockages and fears: assess and overcome them.

Exercise

Individual and group practice.

2 Improvise and adapt to audience reactions

- Welcome and accept the unknown in any situation.
- Observe the group to involve it and take risks.
- Imagination: humor and spontaneity to respond to unsettling situations.
- Concentration and listening: mastering silences.
- Work on "your character".
- The dangers of improvisation and the remedies.

Exercise

Individual and group practice.

3 Improvisation: training

- Explaining.
- Getting away from justification.
- What to avoid: eight tips.

Role-playing

Fun exercises and group analysis.

4 Respond effectively to objections

- The different types of objections.
- The 5 negative attitudes: criticism, skepticism, objection, misunderstanding, indifference.
- The positive attitude: acceptance.
- Reacting to an objection: a 3-step process.
- Responding to objections: methods.
- Turn an objection into a condition.
- Identify the basis of the objection in 5 points.
- Expressing refusal.

Exercise

Work on practical cases, individually and in sub-groups.

5 Handling objections: training

- Create an environment conducive to communication.
- Don't raise objections.
- Key points to avoid objections.

Role-playing

Fun exercises and group analysis.

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.

6 Conclusion

- The participant will draw up a personal action plan.
- Definition of objectives.
- Actions to be taken and deadlines.

Dates and locations

REMOTE CLASS

2026 : 25 June, 24 Sep., 23 Nov.