

# Course : Optimize inter-departmental communication

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

Price : 1590 CHF E.T.

★★★★☆ 4,8 / 5

A key factor in business performance is the quality of human relations. In line with this observation, the aim of this training course is to develop a positive and open state of mind in exchanges between colleagues, in order to promote healthier, more fluid and constructive communication.

## Teaching objectives

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

- ✓ Orienting the way you think on a daily basis "internal customer"
- ✓ Adapting communication to improve relations
- ✓ Developing assertiveness
- ✓ Better manage internal states and difficult situations

## Intended audience

Managers and employees.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Individual and group role-playing and debriefing, individual reflection on strengths and potential.

## Course schedule

### PARTICIPANTS

Managers and employees.

### 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 challenges of internal customer relations

- Understand the challenges of customer satisfaction.
- Clarify and prioritize requirement levels.
- Develop empathy with colleagues and internal customers.
- Identify the sources of satisfaction and dissatisfaction in building a lasting relationship.
- Identify any internal obstacles to efficiency.

### Group discussion

Individual work and sharing of concrete implementation ideas.

## 2 Apply the main rules of communication

- Saying is not communicating, identifying the barriers between the sender and receiver of the message.
- Master the key elements of effective interdepartmental communication.
- Get to know yourself better to adapt to your colleagues.
- Identify cognitive obstacles and their antidotes.

### Role-playing

Reflection exercises in sub-groups, experience sharing, communication games.

## 3 Listening and adapting internal communications

- Understand your interlocutors' frame of reference.
- Master the art of questioning and active listening.
- Discover the colleague, his expectations and objectives.
- Develop clarity for better coordination.
- Differentiate between facts, opinions and feelings.

### Role-playing

Group analysis of active listening exercises.

## 4 Developing assertive behavior

- Accept criticism and welcome the corresponding need.
- Know how to make a delicate request, formulate a refusal.
- Replace escapist, aggressive or manipulative behavior with assertiveness.
- Understand the mechanisms of stress and develop your resistance to pressure.

### Role-playing

Assertiveness self-assessment test and role-playing exercises. Debriefing.

## 5 Managing difficult situations between departments

- Analyze the causes and mechanisms of conflicts between colleagues.
- Tame your emotions and help people express their inner state.
- Break the deadlock by positively influencing the other person.
- Use the DESC tool.

### Role-playing

Role-playing exercises using the DESC and collective debriefing.

### 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.

## Dates and locations

### REMOTE CLASS

2026 : 15 June, 28 Sep., 16 Nov.