

# Developing authentic and constructive communication

**Hands-on course of 2 days - 14h**

**Ref.: VIO - Price 2025: 1 590 (excl. taxes)**

*The price for the 2026 session dates may be revised*

Enhance your communication skills and build positive relationships. This program empowers professionals to speak authentically, articulate ideas and emotions, refine active listening, manage conflicts, and foster collaboration.

## EDUCATIONAL OBJECTIVES

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

Implement nonviolent communication techniques to facilitate balanced discussions

Recognize and articulate emotions with confidence and poise

Manage conflicts strategically by minimizing judgments and misinterpretations

Adopt and promote a cooperative and collaborative mindset

## THE PROGRAMME

last updated: 03/2025

### 1) Mastering the Fundamentals of Communication

- Analyze key elements essential for structuring impactful interactions
- Engage in individual reflection to develop open-ended questions that enhance self-awareness
- Examine communication mechanisms and relational dynamics
- Initiate a personalized action plan by defining development areas, setting objectives, and establishing timelines
- Enhance self-understanding to drive improved communication outcomes
- Identify cognitive barriers to preempt misunderstandings and communication impediments

### 2) Techniques for Authentic and Constructive Communication

- Refine and expand your personal action plan
- Participate in role-playing exercises to identify and address psychological dynamics
- Internalize the core principles of authentic and constructive communication
- Learn to positively influence and transform professional interactions
- Employ structured techniques to build trust and reinforce mutual respect
- Develop a clear, authentic communication style
- Engage in both individual and group analysis of real-world scenarios

### 3) The ORVIEC framework for authentic and constructive communication

- Introduction to NLP (Neuro-Linguistic Programming)
- Apply NLP tools to improve communication
- Utilize Porter's attitudes model to identify and address fundamental needs
- Tailor communication strategies to align with diverse audiences
- Explore the ORVIEC methodology
- Conduct conversations on diverse themes through role-playing
- Explore the "Life Positions" and Karpman Drama Triangle
- Enrich your personal action plan

## PARTICIPANTS

Individuals seeking to enhance their communication competencies and foster constructive, impactful interactions.

## 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.

- Identify and navigate persecutor-victim-rescuer dynamics

*Hands-on work* : Distinguish facts, opinions, and emotions in real situations

#### 4) Practical applications of authentic and constructive communication

- Develop techniques for delivering constructive feedback
- Integrate advanced tools for time management and planning
- Analyze conflict scenarios through experiential sharing
- Learn to anticipate, de-escalate, and resolve conflict situations
- Apply the SMART methodology (and its derivatives, such as SMARTE) to set and achieve precise objectives
- Enhance team communication to drive performance
- Finalize a detailed personal action plan with measurable improvement goals, clear implementation strategies, and regular progress reviews
- Foster a high-performance team dynamic
- Strengthen overall team motivation and cohesion

*Role-playing* : Simulations for conflict resolution and alignment interviews

## DATES

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### REMOTE CLASS

2025 : 11 déc.

2026 : 29 janv., 28 mai, 31 août,  
02 nov.