

# Course : Communicate with fluidity and impact

Practical course - 1d - 7h00 - Ref. LUJ

Price : 790 € E.T.

NEW

In this training course, you will consolidate the foundations of effective professional communication. Through targeted contributions and role-playing exercises, you'll develop active listening skills, assertiveness and the ability to adapt your message to the profile of your interlocutors, for more constructive exchanges.

## Teaching objectives

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

- ✓ Identify the fundamentals of clear, effective communication.
- ✓ Use active listening to improve the quality of exchanges.
- ✓ Adapt your speech to the style and needs of your interlocutor.
- ✓ Adjust your verbal, paraverbal and non-verbal language to suit the situation.
- ✓ Enhance the fluidity and impact of your professional communication.

## Course schedule

### 1 The fundamentals of effective communication

- Understand the importance of clear, constructive communication.
- Identify message components: verbal, para-verbal and non-verbal.
- Recognize perceptual filters and their effects on mutual understanding.
- Adjust your communication intentions to suit the context and the audience.

### Hands-on work

Analysis of real-life communication situations; exercise in observing non-verbal signals and tone.

## PARTICIPANTS

## PREREQUISITES

## 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

## 2 Developing active listening skills

- Distinguish between three listening postures: passive, selective and active.
- Identify the three types of listening and how they are used in different contexts.
- Use the three tools of active listening: reformulation, questioning, validation.
- Listen to understand rather than respond.

### Hands-on work

Empathic listening role-playing exercises to identify obstacles and levers to listening.

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](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 3 Adapting your communication to different profiles

- Identify the four main contact profiles.
- Recognize your own communication style.
- Adapt your language, rhythm and tone to the profile in front of you.
- Adjust your behavior to maintain a fluid, constructive relationship.

### Hands-on work

"Style mirror" workshop; simulated dialogues between opposing profiles.

## 4 Enhance your day-to-day interpersonal skills

- Develop behavioral flexibility when dealing with a variety of people.
- Handle misunderstandings and tensions diplomatically.
- Use questioning techniques to clarify and refocus the exchange.
- Build professional relationships based on trust and clarity.

### Hands-on work

Simulation of a meeting or interview; collective feedback on posture, tone and communication intent.

## Dates and locations

### REMOTE CLASS

2026: 18 Mar., 3 June, 7 Sep., 27 Nov.

### BRUXELLES

2026: 18 Mar., 27 May, 31 Aug., 20 Nov.

### LUXEMBOURG

2026: 27 May, 31 Aug., 20 Nov.