

Communicate and Manage Conflicts using Emotional Awareness

Sustainable Relationship Development 1/3



TRAINING:

- **ENTERPRISE Sector**
- Intra-company
- Full-day training
- 4 to 12 participants
- No experience necessary

OBJECTIVES:

- Become empowered to find a stable and balanced position, when faced with difficulties
- Develop recognition and understanding of the emotions, to respond aptly to verbal aggression
- Enhance listening skills, to better meet the needs of the stakeholder environment

PARTICIPANTS:

Managers, sales & after-sales reps, assistants, administrative officers, engineers, technicians, executives...

CONTENT, TOOLS:

- "4-Square" centering method & how to develop one's own approach to getting centered
- Micro-expressions: detecting and understanding emotions to improve relationships with patients, team and oneself
- Posture and listening training through Verbal stretching exercises
- 7 **Verbal Aikido™** techniques: understanding others better in order to propose balanced outcomes
- Application and adaptation of tools based on real cases of conflict

FRAMEWORK AND APPROACH:

The workshop is organized around the needs of the participants. Theoretical aspects are covered at a rhythm that corresponds to the group. The facilitators focus on practice and reflex development, to ensure the veritable acquisition of techniques.

ACV (Acquired Competence Validation):

An optional practice day may be scheduled after completion of the initial training module. The ACV session enables the participants to validate their application of the acquired knowledge, providing them with a certificate, further valorising their learning experience.

Also available as an [inter-company training](#)
Contact us