TA-AEC - Assertiveness and communication

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: Learning how to manage assertive behaviors in order to build positive and effective work relationships. Audience: • Those who need to manage human resources and overcome conflict in the workplace • Those who wish to improve their communication skills and interpersonal relationships

Programma

Relationship dynamics
- The fundamentals of communication
- Nonverbal communication
- Precise language
- Influencing language
- Role playing to introduce communication fundamentals

The psychology of relationships
- Transactions between people
- Ego states
- Life positions
- Scripts
- Psychological games
- Transactional analysis games

Emotions
- The dynamics of emotions

ITCore Group

Via Balestra, 12
6900 Lugano (CH)
+41.091.9760019
www.itcoregroup.com

Via Lanino, 36
21047 Saronno (VA)
+39.02.84108669
www.itcoregroup.com

- Empathic abilities
- Engagement skills
- Assertiveness
- Canalization of emotions
- Role plays on emotions

The message we send
- Conscious communication
- Unconscious communication
- Body language
- Games on proxemics and nonverbal communication

Relationships
- Knowing others
- How do others see me?
- Active listening
- The art of asking questions
- The answer
- Improving observational and listening skills
- Active listening games