TA-APR - Self-control and responsiveness

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

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

Descrizione del corso

Objectives: Learning how to communicate effectively and adopt appropriate behaviors in difficult and stressful situations. Audience: Those who wish to improve their communication skills and their ability in managing interpersonal relationships.

Programma

Relationship and effective communication fundamentals
- Principles of communication
- Body language
- Relational communication
- Communication dynamics
- Receivers
- Messages

The most common risks
- Risks coming from people
- Risks coming from ourselves
- Managing the main problems
- Stress effects
- Interpretation
- Mind games and scripts

Self-knowledge

- The role of the past and of the experiences
- Awareness
- Where I am now
- Strenghts
- Weaknesses

Self-control
- Voice and gestures control
- Emotions control
- Time control
- The limits of control

The relationship control
- How the others see us
- Listening
- Recognizing
- Questioning
- Handling conflicts
- Positive transactions
- Ego states

Responding and interacting
- Concentration
- Improvisation
- Voice, gestures, eye gaze, breath
- Role-play
- Silence
- Thinking time and talking time
- Interferences
- Managing stressful situations
- Personality and role
- Fast response
- Technical response
- Relational response
- Responsiveness