TA-CRE - How to communicate and relate effectively

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

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

Descrizione del corso

Objectives: Learning how to interact effectively with other people, using the psychology of relationships, in order to reduce conflict in a work team and improve productivity and personal satisfaction. Audience: Managers, executives, businessmen and those who wish to constantly improve their communication skills.

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

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

Emotions
- The dynamics of emotions
- 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

Knowing others
- Active listening
- The art of asking questions
- Diversity
- Engagement
- Empathy
- Barriers to effective listening
- Active listening games