

EMPATHIC, NON-VIOLENT COMMUNICATION

Duration: 2 days (14h)

Dates: available within two months

Price general public: EUR 1.150/pers. (no VAT)

Price in-house: on demand (4-12 pers.)

OVERVIEW

The effectiveness of a communication can be measured by the impact it has on the counterpart. The interpretation of messages can be surprising: despite good intentions, comments or suggestions may produce negative reactions from the other party. It is thus very important to care about what we say and how we say it, to avoid misunderstandings.

Communication can be a minefield where people fight or retreat to protect themselves; yet it can also be a space of encounter, trust-building, and mutually beneficial exchange.

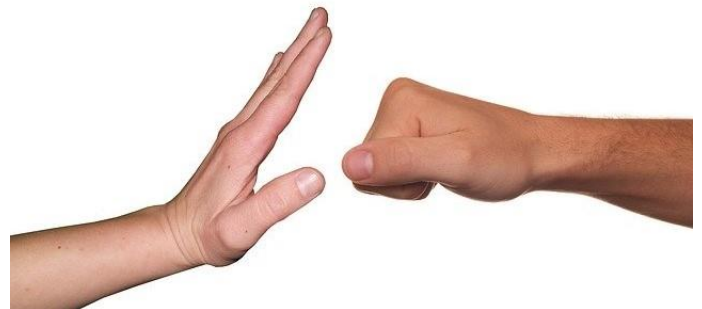
The method of non-violent communication has been handed down to us by Dr Marshall Rosenberg, a mediation expert in intricately difficult human relations. Like all methods, it works very well with extensive practice.

LEARNING OBJECTIVES

- Defusing a conflict situation with non-violent communication
- Learning and leveraging motivational patterns behind behavioural habits
- Recognising roots of emotions that are transported in communications
- Clarifying intentions in a communication
- Turning negative communication into an opportunity for negotiation and agreement
- Translating a good intention into good action.
- Creating strategies for cooperation
- Establishing respectful dialogue as a standard
- Using non-violent language at work

AUDIENCE & PRE-REQUISITES

- No pre-conditions
- All audiences



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PROGRAMME

- Basics of communication (motivation, intention, encoding, transfer, reception, decoding, feedback)
- Noticing the violence behind words and changing the vocabulary
- Theory and practice of the "four ears and four tongues" (Schulz von Thun)
- Thought and language patterns that are not violent
- Non-violent communication according to prominent authors (M. Rosenberg, T. d'Ansembourg, D. Servan-Schreiber)
- Link between non-violent communication and Transactional Analysis (E. Berne)
- Simulation of situations from everyday work: application of the presented models and techniques
- Treatment of a complex conflict (complication involving third parties)
- Role plays illustrating metaphors of non-violent communication (the wolf and the giraffe)

METHODS & EVALUATION

Rich and flexible training design: theoretical input, discussions, reflection and sharing of experience, role-plays and simulations, practical exercises.

Evaluation of training impact:

- Short-term impact: at the end of the training
- Long-term impact: 3 months after the training

Evaluation of acquired knowledge:

- Self-evaluation with a skills inventory
- Questionnaire at the end of the training

Certificate: EUROBOGEN certificate of participation

OTHER RELATED TRAINING

- Conflict management and mediation
- Becoming a mediator
- Preparing the interview for internal mobility

CONTACT US!

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