

# Building Constructive Non-Hierarchical Relationships

Hands-on course of 2 days - 14h

Ref.: DHC - Price 2024: €1 390 (excl. taxes)

Being a constructive player in company-wide relations. Assisting network-based projects in succeeding. Understanding your role and providing recommendations outside of a hierarchy. Quickly understand relationship issues and fit into the same non-hierarchical mode as the other employees.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Be constructive in company-wide relationship
- Take stock of your communication mode
- Pass along and share your goals
- Communicate assertively
- Handle conflicts

Exercises, self-diagnostics, scenarios, and role-playing.

## THE PROGRAMME

last updated: 10/2023

### 1) Communicate constructively

- Sender/receiver: Center yourself as the person responsible for the quality of communication.
- Take stock of your communication mode.
- Attitudes of influence communication.
- Convincing others using persuasive techniques.
- Using tools: Active listening, paraphrasing, questioning, positive speaking, present and future.

*Exercise* : Exercises in listening, different types of questions, positive speaking. Collective debriefing.

### 2) Defining and supporting your goals

- Clarifying the messages and goals to achieve.
- Knowing how to phrase a SMART goal.
- Building an action plan.
- Prepare to pass along and share your goals.
- Anticipating obstacles to goal achievement.

*Exercise* : Shared thinking and exercises in goal clarification.

### 3) Getting to know yourself better to be more effective

- Being aware of your strengths.
- Taking stock of your relationship diagram.
- Mastering your impact and brand image.
- Developing self-confidence to inspire trust.
- Cultivating positive thinking.
- Managing signs of consideration.

*Exercise* : Self-diagnostic. Self-knowledge test.

## PARTICIPANTS

Any employee, manager, or assistant who is intended to lead or to take part in projects or work within a company-wide setting.

## PREREQUISITES

None.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

#### 4) Developing relationship trust

- Understanding attitudes to avoid in non-hierarchical relations.
- Recognizing passive, aggressive, and manipulative behaviours.
- Adopting authentic attitudes.
- Taking a constructive role in addressing the issues.

*Exercise : Role-playing to support objectives.*

#### 5) Looking for a winning compromise

- A win-win position. The art of a fair compromise.
- Separating intent and impact.
- Life positions.
- Affirming yourself assertively.

*Exercise : Positioning tests about life positions and assertiveness.*

#### 6) Being willing to speak up in all situations

- Building winning relationships even in conflicts. Knowing how to say no.
- Knowing the difference between confrontation and conflict.
- Effectively handling objections.
- Using the “broken record” technique wisely.
- Taming your emotions through Nonviolent Communication.

*Hands-on work : Simulations based on problems encountered by participants.*

## DATES

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REMOTE CLASS

2024 : 26 Sep, 12 Dec