



# Communicating positively

The fundamentals of positive communication for greater assertiveness

## Objectives:

- Discover the Positive Communication Logic Process (PCLP)
- Bring out the underlying mechanisms
- Identify and integrate the tools and attitudes needed to implement it
- Put into perspective the systemic relationship between communication with others, with oneself and with events
- Understand the benefits of PLCP: facilitating, calming, cooperative and productive

## Contents:

### The fundamentals of communication

- Raising awareness of the factors that cause messages to be lost.
- Communication in relation to its systemic three-dimensionality.
- Distancing oneself from one's own frame of reference: opening up to hypotheses.
- Expressing needs to find more effective solutions.

### Relationships with others, with events and with oneself

- Positive reception in Communication
- And, why not, knowing how to say "yes" / daring to say "no"?
- Active listening to help build mutual trust
- Controlling your emotions to better manage stress and prevent burn out

### Capitalising on and deepening your knowledge to improve your assertiveness

- Analysis of the inter-session in the form of "questions for a benevolent assessment".
- Capitalising on learning by becoming your own "Positive Coach
- Self-affirmation, particularly in situations of aggression and/or conflict management

**Duration:** 2 days + 1 day

(approximately 3 weeks between sessions)

**Public et prérequis :** All levels of employees, whether or not they have already taken part in communication courses, and wishing to improve their relationship management and communication skills - no prerequisites.

**Price:** Upon request

## Quilotoa learning method:

Based on theatrical techniques, active and practical, it aims to give each participant the autonomy that is essential for lasting progress. Theoretical points of reference, passed on interactively, complement the practical exercises to help participants grasp the material.

## Assessment:

**Ongoing assessment:** as the course progresses, during the various simulations.

**At the end of the course:** on a summary exercise.

**After the course:** via an online form.

## People with disabilities:

Our head office welcomes people with reduced mobility.

For further information, please contact our disability officer :

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