



## HOW TO COMMUNICATE AND LISTEN TO IMPROVE DAILY PROFESSIONAL RELATIONSHIPS

In daily life, on both professional and personal levels, good communication will help avoid many problems.

Let's explore the world of interpersonal relationships and change our awareness from « what I want to say » to « what the other hears » and finally to « what the other needs to hear » so that our communication is clear and unambiguous. The consequent rewards for oneself and one's personal and professional life will be many.

This workshop will enable participants to better understand what influences communication and to experiment different behaviours and attitudes that will make interpersonal communication easier and more efficient.

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### **At the end of the seminar, the participants will:**

- understand what interpersonal communication actually consists of
- recognise the elements that influence how we hear a message
- differentiate between facts, opinions and feelings
- own and express clearly their opinions
- make requests in a clear and non ambiguous way
- master simple but effective communication tools and practice active listening
- recognize the complexity of conflicts
- understand how communication can either calm or fuel a potentially charged situation
- improve communication in the mentor/mentee relationship

### **Participants**

All those who feel the need to improve their day-to-day interpersonal communication. Participants interested in this workshop should be ready for a very practical and hands-on approach, willing to participate in sometimes rather unusual verbal and non-verbal exercises.

### **Method**

Individual and group exercises. Role playing. Discussion and sharing of experiences. Some theory.

### **Duration**

2 days, live or online.

### **Trainers/experts**

**Melissa Davies** graduated from the London School of Economics.

Melissa is a trainer, consultant and coach for international organisations, multinational companies, scientific research institutes, academia and for non-profit organisations.

She is a professional independent negotiator with over 28 years experience in negotiating agreements and training in negotiation skills and conflict management ([www.negoservices.com](http://www.negoservices.com)). A qualified "solution focussed" coach, Melissa helps people and organisations face their challenges, and get to where they want to be.

Her book *The Practical Negotiation Handbook A Five Step Approach to Lasting Partnerships* was published in 2021.

**Stéphanie Ruder Schoof** holds a Master in Economic and Business Management (HEC Lausanne, 1987).

As a coach and trainer, she works with various multinational organisations including pharmaceutical companies, University Hospitals, and not for profit organisations.

An experienced Integral Master Coach, Stéphanie has developed an extensive coaching and training practice in which she specializes in interpersonal communication, Self-Leadership and the "Art and Challenge of Personal Sustainability".

She says: "If we ever hope to be effective leaders of others, we must first be effective leaders of ourselves".