Soft skills

Interpersonal Communication and Relational Intelligence

Two days to get your message across better and understand others better, with colleagues, customers and suppliers. Listening, rephrasing and questioning, then requests, refusals and criticism made without aggression or self-effacement: each technique is practised on exchanges participants really have, and everyone leaves with their own wording for the situations that cost them most energy.

Duration : 2 days

Objectives

1. Explain what gets lost between what you say and what the other person understands
2. Practise active listening: attention, rephrasing, open and closed questions
3. Formulate a request, a refusal and a criticism clearly and respectfully
4. Adopt an assertive stance, far from passivity, aggression and manipulation
5. Adapt your message to the person, the channel and the situation: face to face, phone, writing, meetings
6. Identify your own reactions under tension and choose your response

Programme

Day 1 — morning

• Sender, receiver, filters: why a clear message is not always understood
• Words, tone, posture: what the other person actually retains
• Self-diagnosis: your communication habits and the situations where they work against you
• Four attitudes towards others: passive, aggressive, manipulative, assertive

Day 1 — afternoon

• Active listening: staying quiet, showing you are following, not preparing your answer while the other speaks
• Rephrasing: checking, summarising, asking for detail
• Questioning: open, closed and clarifying questions; the funnel technique
• Pair exercises on real professional exchanges

Day 2 — morning

• Making a precise request: what, by when, why, with what resources
• Saying no without closing the relationship: acknowledge the request, decline, propose
• Voicing criticism about a fact, not a person
• Receiving criticism without justifying yourself or hitting back

Day 2 — afternoon (workshop)

• Adapting your communication to someone in a hurry, wary, highly technical or angry
• Choosing the channel: when a call beats an email, when to switch to face to face
• Workshop: role plays on the difficult exchanges brought by participants
• Personal progress plan and knowledge test

Teaching methods

• Short, repeated role plays, in pairs then in front of the group

• Self-diagnosis of your communication habits, revisited at the end of the session

• Situations drawn from real exchanges: a customer complaining, a late supplier, a colleague from another department, an urgent request from management

• Wording sheets built by the participants themselves

• Delivered in French, Darija or English, with bilingual materials

Assessment and documents

Knowledge test and a final role play observed against a common grid, with a follow-up evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

A 360° diagnostic is possible before and after the session to track changes in behaviour. To go deeper on listening alone, the course "Active Listening" devotes a full day to it.

Practical information

Duration	2 days
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How does it differ from the "Active Listening" course?
"Active Listening" devotes one day to receiving the message. This two-day course also covers expression: asking, refusing, criticising, and adapting your message to the person and the channel.

Does the course use a personality test?
No. The work on profiles looks at observable behaviours in context: someone in a hurry, wary, highly technical. Each participant spots their own habits through a simple self-diagnosis and feedback from the group.

Is it suitable for non-managerial roles?
Yes. It is for anyone who works with teams, customers or suppliers: assistants, technicians, buyers, sales staff, planners, customer service agents.

Can people from different departments attend together?
It is even recommended. Role plays between production and sales, or between purchasing and quality, bring out the company's real misunderstandings and let you work on them during the session.

How can this training be funded?
Delivered in-company, it fits into the company's training plan and can be submitted under the special training contracts (CSF), subject to the rules in force. We prepare the file with you.