L'AKADÉMIE DU DIGITAL · TRAINING PROGRAMME Qualiopi certification being prepared

# Understanding yourself and connecting

**FOR-CMR-M1-A · Relational Communication**

Lay the foundations of authentic communication: know yourself better to connect better with others

**DURATION**
14 hours — 2 modules of 7h (theory and workshop)

**PRICE**
On quote

**AUDIENCE**
Companies & individuals

**ACCESS**
Access within 2 working days after validation of needs and prerequisites.

Training delivered in co-facilitation, priced by quotation. Rate based on €70 excl. VAT per hour (14-hour module); indicative and negotiable depending on volume, format and context.

## Learning objectives

- Understand the basic mechanisms of verbal and non-verbal communication
- Identify your own communication modes, strengths and watch-points
- Practise active listening and questioning to understand the other person
- Create and maintain a climate of trust in a conversation
- Build a personal action plan to improve your relationships

## Target audience

- Employees, managers and teams who want to improve their working relationships
- Individuals, freelancers and project owners
- Students and learners from schools and training centres

## Prerequisites

- No technical prerequisites or particular qualifications.
- Be willing to take part in simulations and group discussions in a supportive setting.

## Programme

### THEORY Theory Module — Understanding yourself and connecting

The module covers the communication model, the share of verbal, paraverbal and non-verbal channels, the filters that distort messages (beliefs, emotions, context), the basics of active listening (rephrasing, silence, open questions) and the conditions of trust in a relationship.

**Objective :** understand what is at play in an exchange and know the levers of quality listening.

- Verbal, paraverbal and non-verbal.
- Perception filters and misunderstandings.
- Active listening, rephrasing and questioning.

**Assessment :** Comprehension quiz and analysis of a conversation.

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| Welcome & framing | 15 min | Present the programme, objectives and schedule; gather expectations.<br>Oral presentation, round-table introductions. | |
| The components of communication | 2h05 | Communication model; weight of verbal, paraverbal and non-verbal communication.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| Filters and misunderstandings | 2h05 | Beliefs, emotions, context: how a message is distorted between sender and receiver.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| Active listening and trust | 2h05 | Rephrasing, silence, open questions; the conditions of a trusting relationship.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| Summary & assessment | 30 min | Go over the key points and assess what has been learned in the module.<br>Group recap, participant feedback. | End-of-module quiz (pass mark ? 60%). |

### WORKSHOP Practical Workshop — Understanding yourself and connecting

Participants observe themselves in action: listening exercises in pairs, rephrasing, role plays based on common work situations, cross feedback. Everyone leaves with a self-diagnosis of their communication modes and a personal action plan.

**Objective :** practise active listening and build your relational progress plan.

- Listening and rephrasing exercises in pairs.
- Role plays on work situations.
- Self-diagnosis and personal action plan.

**Assessment :** Observation during simulations and personal action plan.

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| Workshop kick-off | 15 min | Present the instructions, the confidentiality framework and the split into pairs or subgroups.<br>Oral presentation, forming the groups. | |
| Listening without interrupting | 2h05 | Listening exercises in pairs with an observer, spotting interruption reflexes.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| Rephrase and question | 2h05 | Role plays: clarify a request, rephrase, ask open questions.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| Relational self-diagnosis | 2h00 | Map your communication modes, strengths and watch-points.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| Debrief & review | 25 min | Present your work, draw lessons and write a personal action plan.<br>Oral presentation, group feedback, written action plan. | Written action plan and discussion with the trainer. |
| Satisfaction survey | 10 min | Collect immediate satisfaction feedback.<br>Satisfaction questionnaire. | Satisfaction survey. |

## Teaching methods and resources

In-person training at our premises or yours, in small groups. A mix of theory, hands-on workshops and practical scenarios.

**Required equipment :**

No particular IT equipment; room suitable for subgroup work

## Assessment methods

Learning outcomes are assessed during and at the end of the training; an attendance certificate is given to every learner.

## Accessibility

Training accessible to people with disabilities. Contact us before registering so we can study the adjustments needed.

## Funding

Quote or training agreement on request. Qualiopi certification is being prepared: eligibility for OPCO funding will open once it is obtained.

Certification audit planned for T1 2027. No OPCO eligibility before it is obtained.

## Trainer(s)

Claire Marguerie — Trainer — cognitive psychology, communication and NLP