

Communication skills are the linchpin of success in both personal and professional life. They enable individuals to convey ideas, build relationships, navigate challenges, handle conflict effectively, and inspire collaboration, making them the cornerstone of achievement and growth in any company.

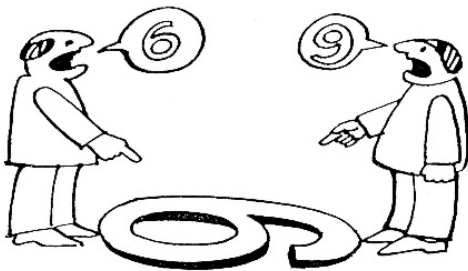
Workshop

The absence of quality communication skills and emotional intelligence in the workplace can have far-reaching consequences: misunderstandings; conflicts; decreased productivity; low morale; missed opportunities — to name but a few.

Participants will learn and practice the nuances of two master skills:

1. How to express ourselves in ways that increase the likelihood that others will contribute to our well-being.
2. How to receive the messages of others in ways that will increase the likelihood that we will willingly contribute to their well-being.

Based on M. Rosenberg's Non-Violent Communication



Who we are/why us:

Progressive Coaching, Zurich, is a team of passionate and knowledgeable psychologists and coaches. We spend our days delivering workshops on the topics of mental health and well-being, communication, and emotional intelligence, to some of the most well-known firms in Switzerland.

Our workshops are extremely engaging; never dry theory. We teach evidence-based skills which enables lay people to strengthen themselves, influence systems, and help others.

Methodologies covered:

- What is Empathic Communication
- Non-Violent Communication (NVC)
- Observations vs judgements
- Needs vs expectations
- Feelings vs perceptions
- Requests vs demands

All skills are demonstrated and then experienced. We embrace a “learning by doing” philosophy in all our communication and EQ modules.

Course

This workshop can be adjusted to suit your exact requirements.

Available in:



Course Instructor:



Travis Simlinger

travis@progressive-coaching.ch

Workshop - Agenda

Can be customized to suit your exact requirement.

The entire session is practical and highly engaging, this we guarantee!

Core Skill 1:

Learn to express ourselves in ways that increase the likelihood that others will contribute to our well-being.

- Demonstration of Rosenberg's Non-violent communication
- Observations, Feelings, Needs, Requests
- Communication that triggers defense mechanisms
- Judgements, labelling, moralizing, demanding, diagnosing
- Observing without Evaluating
- Identifying and Expressing Feelings
- Hearing a negative message: 4 options and their effect
- Understanding and Expressing our well-being Needs
- Setting Boundaries
- Clearly Requesting actions that fulfill our needs
- Demands vs Requests

All of the above will be practiced in small groups and therefore experienced in real-time in the workshop.

Core Skill 2:

Learn to receive the message of others in ways that increase the likelihood that we will willingly contribute to their wellbeing.

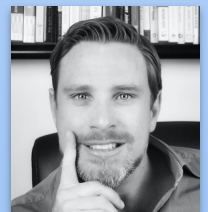
- Empathy vs listening to respond
- Behaviors that block empathic connection: advising, sympathizing, interrogating, intellectualizing
- Listening for feelings and needs behind the words
- What to do when we feel triggered
- Resolving conflict
- Freeing ourselves from old programming

All of the above will be practiced in small groups and therefore experienced in real-time in the workshop.

Further Resources:

- Detailed Workbook Included
- All questions answered (there are normally lots on this topic).
- Any questions that participants think of upon reflection AFTER the workshop, they can email the presenter of the course, and the presenter will provide a detailed response.

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