



# DEVELOPING YOUR INTERPERSONAL AND COOPERATION SKILLS

Situations involving frustration and lack of cooperation often come about as a result of poor communication, or even no communication at all, rather than ill intent or bad faith. Some people are afraid to say what they think, and don't know how to say "No". However, others may freely express themselves, but without making the effort to understand others. This all builds up non-speak or misinterpretations which in turn lead to resentment, often culminating in an unpleasant atmosphere within a department or company. This training course lays down the foundations for good communication, and provides straightforward methods for implementing assertive, calm and effective exchange with others. Given that good communication guarantees good cooperation, this course is a must for any department seeking to enhance team cooperation, thereby improving collective performance.

## This programme is designed for:

- business unit or team managers who wish to reinforce cooperation in their department or team
- anyone who wants to develop their ability to communicate clearly and assertively

## At the end of this course you should be able to:

- apply basic communication rules
- express yourself assertively, including in tricky situations
- improve cooperation with others

**The communication certificate shows you have acquired the skills covered in the course.**



## Benefits of the programme:

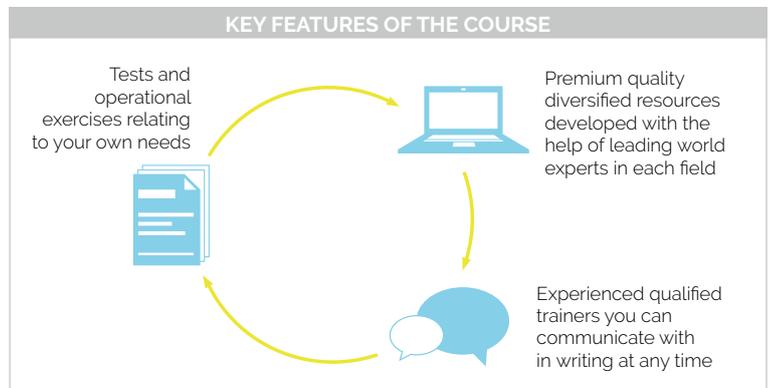
clear, effective communication  
improved cooperation between individuals and teams  
a more assertive approach to difficult situations  
a more relaxed atmosphere in the company

## 3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

### 1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



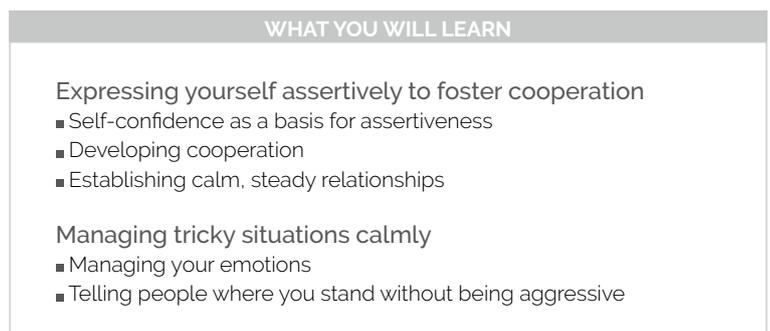
### 2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.



### 3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.



### 4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

