

Oral communication – Table of content

1. Some basics about oral communication

- 1.1 The "magical square" or the principles of good communication
- 1.2 Non-verbal and "spontaneous" dimensions of oral communication
- 1.3 The influence of the perceptions of ourselves and of others
- 1.4 The influence of our filters and our presuppositions

2. Knowing and varying communication styles

- 2.1 Do "extraverts" communicate better?
- 2.2 Better understand your communication preferences
- 2.3 And the cultural dimension?

3. Communicating with assertiveness

- 3.1 What is assertiveness?
- 3.2 The four attitudes
- 3.3 Knowing when to say NO

4. Speaking in public

- 4.1 Knowing your goal, audience and the context of your presentation
- 4.2 Knowing your subject
- 4.3 Structure your intent: the mind mapping approach
- 4.4 Structuring your goal: mapping out your line of thought
- 4.5 Structure and memorisation: the 3 S technique
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- 4.7 Using notes
- 4.8 Having impact: verbal and non-verbal
- 4.9 Stress and speaking

5. Listening, asking questions, giving feedback

5.1 The art of listening

5.2 The art of asking questions

5.3 Giving feedback

6. Managing emotions in difficult situations

6.1 Choosing the right strategy

6.2 Using your emotional resources

6.3 Nonviolent communication (NVC) to get out of conflict

6.4 Learning to communicate about conflict or misunderstanding

6.5 What if the problem was the solution? (P. Watzlawick)

Writing with impact – Table of content

1. Strategy first: think before you write

1.1 Precision, clarity and conciseness

1.2 First define your strategy

1.3 Define your intentions and your objectives

1.4 Be precise: know yourself and know your reader

1.5 Choose your format wisely

1.6 Know your subject and choose the information you want to convey

2. Preparing to write

2.1 Take the time to know yourself and your habits

2.2 Five techniques to help you get started

3. The importance of good structure

3.1 Analyse and sort out the information

3.2 Organising, sorting, structuring...

3.3 Which structure for whom? Why ?

3.4 From the first draft to the final one

4. Style and substance: writing effectively

4.1 The readability of the text

4.2 Methods for writing clear and effective texts

5. Shape and layout...

5.1 Layout that enhances the text

5.2 Layout with the reader in mind

6. Editing and proofreading draft documents

6.1 First proofread with the content in mind

6.2 An additional round of proofreading focusing on the format

7. Types of documents

7.1 Classification of documents

7.2 Examples of different types of professional documents