

Hands-on course , 2  
day(s)  
Ref : DHC

### Participants

Any collaborator, manager, assistant having to direct or to participate in transversal project execution.

### Pre-requisites

No special knowledge

### Next sessions

## Building constructive non hierarchical relationships

*Be a constructive participant in transversal relations. Contribute to the successful outcome of network projects. Position yourself and be a force of proposals and contribution regardless of hierarchy. Rapidly understand the relational issues and integrate yourself to the non hierarchical way of the other collaborators.*

### OBJECTIVES

Being constructive in transversal relations.  
Determining your form of communication.  
Conveying and sharing one's goals.  
Communicating with assertiveness.  
Handling conflict situations.

- 1) Communicating in a constructive way
- 2) Defining and carrying out one's goals
- 3) Better self knowledge to be more effective.

- 4) Developing relational trust
- 5) Searching for a win win balance
- 6) Coming up with proposals in any situation

### 1) Communicating in a constructive way

- Sender/receiver: Placing yourself as responsible of the quality of communication.
- Determining your form of communication .
- Attitudes of influential communication.
- Convincing through debating techniques.
- Using tools : active listening, reformulating, questioning, positive speaking, present and future.

#### Exercise

*Listening exercises, the different types of questions, positive speaking.*

### 2) Defining and carrying out one's goals

- Clarifying the messages and the goals to be attained.
- Knowing how to formulate a SMART objective.
- Setting up an action plan
- Be ready to convey and share your objectives/ goals
- Anticipate the impediments to the achievement of your goals.

#### Exercise

*Group thinking and exercises on clarifying objectives.*

### 3) Better self knowledge to be more effective.

- Becoming aware of your key strengths.
- Determining one's relationship pattern.
- Controlling your impact and your image.
- Building self confidence in order to inspire trust.
- Cultivating positive thinking
- Managing signs of consideration.

#### Exercise

*Auto-diagnostic. Self knowledge test.*

### 4) Developing relational trust

- Understanding of behaviors to be avoided in non hierarchical relationships .
- Recognizing passive behavior, aggressive behavior, and manipulative behavior.
- Adopting genuine behavior
- Taking up a constructive role at the heart of issues.

#### Exercise

*Role playing around supporting your goals*

### 5) Searching for a win win balance

- The « win win » stance. The art of the right balance.
- Differentiating between intention and manifestation.
- Life attitudes.
- Positioning oneself with assertiveness.

#### Exercise

*Life attitude and assertiveness tests.*

### 6) Coming up with proposals in any situation

- Building win win relationships even in conflict situations.

- Learning how to say no.
- Learning how to distinguish confrontation from conflict.
- Handling objections efficiently.
- Putting the broken record technique to good use.
- Taming emotions through non violent communication.

**Workshop**

*Simulations about the issues encountered by the participants.*