



Survival Kit in Emotional and Relational Intelligence

1. Objective

By the end of this training, participants will be able to:

- Better understand others' perspectives
- Assert their own opinions more effectively
- Assess and increase their level of assertiveness
- Communicate their messages more effectively to their audience
- Replace a power-based approach with the search for win-win solutions
- Lead projects, especially transformation projects, more smoothly, effectively, and with greater respect for people
- Achieve sustainable results when implementing changes
- Improve the level of commitment, acceptance, and involvement of all stakeholders... even the most resistant ones
- Dare to address conflicts, with method and serenity, to resolve or prevent their occurrence

This training will be based on scientifically developed and validated concepts that gradually modify perceptions and behaviors, in a secure and supportive environment.

2. Concepts Used

The following concepts will be addressed, both theoretically and practically:

- Introduction to the history and principles of emotional and relational intelligence: origins, history, potential applications to organizations...
- Difference between "A human being" and "Being human": simplified models of a human being and the construction of personality.
- Difference between "Rational" and "Irrational": differences, advantages and disadvantages, risks... and opportunities.
- Key characteristics of a human being (values, needs, beliefs, perceptions, emotions, drivers...): definitions, origins, impacts, risks... and opportunities.
- Difference between "Map" and "Territory": differences in perceptions, and potential consequences.
- Relationship between perceptions, personal history, personality, and behaviors.
- Introduction to relevant concepts from transactional analysis: definition of the 3 states of a human, and typical observable behaviors.
- Karpman's Drama Triangle: observations, examples... and alternatives.



- Nonviolent communication: history, introduction, key concepts.
- Communication styles: aggression, flight, manipulation, and assertiveness: main definitions, practical examples, individual self-assessment questionnaires (optional).
- Introduction to active listening: different ways of asking questions, paraphrasing, the power of silence...

3. Pedagogical Method

This training consists of four half-day sessions.

During the first three sessions, participants will familiarize themselves with the concepts and apply them to case studies.

The fourth session will be held in the form of Intervision: each participant will take on the role of a client, and the others will play the role of consultants engaged to help solve the issue. In addition to the theoretical and methodological inputs, participants will therefore have the opportunity to experience both sides of this process in a confidential and supportive environment, under the methodological guidance of the trainer, while leaving the training with a potential concrete action plan applicable to their own challenges.

4. Who is this training for?

This training is for you if you face situations in your professional or personal life such as:

- Stress management: Learning to identify and manage your reactions can help you cope better with stressful situations in your daily life.
- Conflict resolution: Understanding the perspectives of others allows you to defuse tensions and find win-win solutions more quickly.
- Effective leadership: Leaders who master their interactions inspire more trust and respect within their teams.
- Strategic decision-making: By considering the various dynamics at play, more thoughtful decisions can be made and impulsive reactions avoided.
- Resilience: Being able to adapt to failure helps you bounce back more easily, which is essential in a competitive environment.
- Strong relationships: Promoting understanding and cooperation strengthens bonds, whether with colleagues or friends.
- Clear communication: Better management of interactions facilitates expressing ideas and improves listening.