

Soft skills

In brief

➤ **Course language:** English

Presentation

Prerequisites

No specific technical prerequisites are required.

Students should be willing to actively participate in discussions, self-reflection exercises, role-playing activities, and collaborative workshops. Previous experience in teamwork or project-based learning may be beneficial but is not mandatory.

Learning objectives

By the end of this course, students will be able to:

- Understand the fundamental principles of interpersonal communication.
 - Identify the impact of stress and emotions on communication and decision-making.
 - Develop self-awareness regarding their own communication style and behavioral tendencies.
 - Recognize different communication and personality profiles and adapt their interactions accordingly.
 - Apply emotional intelligence principles in professional and project environments.
 - Communicate effectively with diverse stakeholders, including clients, colleagues, and project partners.
 - Demonstrate leadership and teamwork skills in collaborative settings.
 - Manage interpersonal situations involving conflict, disagreement, or stress.
 - Adapt their communication approach to different professional contexts and audiences.
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Description of the programme

This course aims to strengthen students' interpersonal and professional competencies, which are essential for successful project management and collaborative work in multidisciplinary environments.

Through a combination of theoretical concepts, self-assessment activities, role-playing exercises, and practical simulations, students explore the mechanisms underlying effective communication, emotional intelligence, stress management, and leadership. Particular attention is given to understanding behavioral diversity through communication profiles and learning how to adapt one's communication style to different personalities and situations.

The course encourages students to develop greater self-awareness, improve their ability to work within teams, and communicate more effectively with clients, colleagues, and stakeholders in professional environments.

General Skills and Knowledge Targeted (CentraleDigitalLab Competency Framework)

- **Component 1 – Communicate with clients and stakeholders**
- **Component 2 – Work effectively within a team**
- Leadership and interpersonal communication
- Emotional intelligence and stress management
- Professional communication and stakeholder engagement
- Collaborative problem solving and conflict management

Generic central skills and knowledge targeted in the discipline

Teamwork and Collaboration

- Work effectively within multidisciplinary teams.
- Develop collaborative behaviors and constructive interpersonal relationships.
- Understand and leverage complementary strengths within a team.

Communication

- Communicate clearly and effectively with diverse audiences.
- Adapt communication strategies according to context, objectives, and stakeholders.
- Develop active listening and constructive feedback skills.

Leadership and Professional Development

- Demonstrate self-awareness and emotional intelligence.
- Manage stress and maintain effective communication under pressure.
- Develop leadership behaviors that foster engagement and collaboration.
- Understand behavioral dynamics and their impact on team performance.

Project Management

- Facilitate communication within project teams.
- Improve interactions with clients and stakeholders.
- Support collective decision-making and conflict resolution processes.

How knowledge is tested

Assessment is based on continuous participation and engagement throughout the course.

Students are evaluated through:

- Active participation in practical workshops and discussions.
- Individual reflection exercises and self-assessment activities.
- Role-playing exercises and communication simulations.
- Demonstration of effective communication and teamwork behaviors during classroom activities.
- Ability to analyze interpersonal situations and propose appropriate communication strategies.

The emphasis is placed on practical application, self-awareness, and behavioral development rather than on formal written examinations.

Bibliography

- Goleman, D. *Emotional Intelligence*. Bantam Books.
- Rosenberg, M. B. *Nonviolent Communication: A Language of Life*. PuddleDancer Press.
- Carnegie, D. *How to Win Friends and Influence People*. Simon & Schuster.
- Covey, S. R. *The 7 Habits of Highly Effective People*. Free Press.
- Cialdini, R. *Influence: The Psychology of Persuasion*. Harper Business.
- Lencioni, P. *The Five Dysfunctions of a Team*. Jossey-Bass.
- Bradberry, T., Greaves, J. *Emotional Intelligence 2.0*. TalentSmart.

Teaching team

Juliette Spinnato

Total des heures

CM

Master class

7h

7h

Useful info