

# Soft skills

## Presentation

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### Learning objectives

- Understand the tools of project team management
  - Acquire the fundamental concepts, tools and methods of interpersonal communication
  - Understand the keys to effective communication, adapting to the circumstances (challenges, stress) and the different people involved (psychological profiles).
  - As part of a digital transformation project, understand the psychological drivers of resistance to change and the tools and methods for managing it
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### Description of the programme

#### 1 - AGILE COMMUNICATION & LEADERSHIP

##### **Course: theoretical contributions :**

- The fundamentals of communication
- Stress and its influence on our ability to communicate

Perceptual positions

Emotional intelligence

Growth and survival

- The ComProfiles behavioural model and typology
- Dynamics, strengths and vulnerabilities of each communication profile
- The ways in which people adapt when faced with survival, depending on their communication profile

##### **Practical exercises and role-playing**

- Illustration: role-playing passivity and aggression, rigidity and unproductive agitation
- Self-reflection exercise
- Understanding your own communication profile
- Relationships between people with different profiles: complementarities and antagonisms

## 2 - MANAGING CHANGE AS PART OF A TRANSFORMATION PROJECT :

- The importance of the human factor in the success of all transformation projects
- What is resistance to change, and how can it be dealt with?
- Dealing with opponents, managing conflicts
- Carrying out an impact analysis
- Building a change management plan

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## Generic central skills and knowledge targeted in the discipline

### PROJECT MANAGEMENT :

COMPONENT 1 "Working as part of a team

COMPONENT 2 "Supporting the changes generated by the project".

### TEAM MANAGEMENT & COMMUNICATION :

COMPONENT 1 "Communicating with the customer

COMPONENT 2 "Working as part of a team

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## How knowledge is tested

During the course: practical exercises, role-playing and simulations

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## Teaching team

- Adelaïde TINEL
- Laura SERFATY
- Guillaume Quiquerez

### Total des heures

14h

CM

Master class

14h

## Useful info

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## Name responsible for EU

### Lead Instructor

Adélaïde Tinel

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### Lead Instructor

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