

# 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

CM	Master class	14h	14h
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## Useful info

## Name responsible for EU

### Lead Instructor

Adélaïde Tinel

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### Lead Instructor

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