

IDENTIFICATION

Course code : SHS606DEV
ECTS : 1

DURATION

Lectures : 4
Tutorial classes : 16
Labs : 10
Total : 30

Project :
Personnal work :

ASSESSMENT

Continuous assessments and practical evaluations.

TEACHING MATERIALS

Slides, guided work sheets, and practical work sheets.

LANGUAGE

English

CONTACT

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UE : UE6-DEV

COURSE : Development and Interpersonal Communication

SCOPE OF THE COURSE

OBJECTIVES

This course aims to develop students' interpersonal communication skills and relationship management in professional environments. By drawing on theories and tools such as Transactional Analysis, the VAKOG model, and assertiveness principles, students will learn to better understand human interactions, manage conflicts, and assert themselves constructively. The ultimate goal is to foster effective communication and harmonious collaboration.

COMPETENCE AND SKILLS

- Communicate orally, adapting to the technical knowledge level of one's interlocutors

PROGRAM

1. Fundamentals of Communication

- The stages of the communication process (formulation, transmission, reception) and Shannon's model.
- Key elements of interpersonal communication : verbal, non-verbal, and paraverbal.
- Identifying communication noise and barriers, and strategies to overcome them (reformulation, feedback).

2. Transactional Analysis (TA)

- Understanding ego states (Parent, Adult, Child) and their interactions in human relationships.
- Parallel, crossed, and ulterior transactions.
- Identifying and managing "psychological games" and roles (Persecutor, Rescuer, Victim) according to Karpman's triangle.

3. Assertiveness and Personal Development

- Life positions (OK/Not-OK) and their impact on behaviors (passive, aggressive, manipulative, assertive).
- Assertiveness techniques to better manage interactions : saying "no", negotiating, and expressing needs clearly and respectfully.
- Approaches to overcome communication-related fears (fear of judgment, ridicule, or failure).

4. NLP and the VAKOG Model

- Introduction to Neuro-Linguistic Programming (NLP) and its applications in communication.
- Identifying perception channels (Visual, Auditory, Kinesthetic, Olfactory, Gustatory) and synchronization to improve active listening.
- Using dynamic reformulations and open-ended questions to resolve ambiguities and establish rapport with interlocutors.

5. Practical Project : Improving Interactions and Communication

- Case study to analyze difficult communication scenarios in a professional setting.
- Developing tailored strategies to manage situations such as conflicts, misunderstandings, or psychological games.
- Applying assertiveness and synchronization concepts through role-playing and simulations.

BIBLIOGRAPHY

- Marshall B. Rosenberg, *Nonviolent Communication : A Language of Life*, 2016
- Ian Stewart and Vann Joines, *TA Today : A New Introduction to Transactional Analysis*, 2014

REQUIREMENTS

No prerequisites.