Communicating effectively at work

Duration: 1 day
Audience: Pour tous

Who is this training for?

For everyone

Training objectives

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

- Recognize your communication style and its impact on your professional interactions
- Adapt your approach to different communication styles, needs and situations
- Reduce misunderstandings by distinguishing facts, perceptions, interpretations and biases
- Ask questions that foster understanding and dialogue
- Use active listening to improve the quality of your interactions
- Create the right conditions for open and constructive conversations
- Choose the appropriate communication channel and method based on the context and your communication goals

Summary

Effective communication is not simply about delivering a message. It is about creating the right conditions for that message to be heard, understood and have the intended impact.

In today's workplace, where interactions are increasingly frequent, ways of working continue to evolve, and everyone brings different preferences, perceptions and communication styles, misunderstandings can easily arise. Developing the ability to communicate with clarity and intention has therefore become essential to effective collaboration.

This course invites you to better understand how you communicate and the impact your approach has on others, while developing your ability to adapt to different people and situations. You will learn

Copyright © 2026 AFI by Edgenda inc.

to step back from your perceptions and interpretations, ask questions that foster dialogue, listen more attentively and choose the most appropriate communication method for the situation.

Through practical activities and workplace scenarios, you will leave with actionable strategies to foster clearer, more constructive and effective communication in your day-to-day interactions.

Course outline

1. Understand what really shapes communication

- Explore how the communication process works
- Clarify your intention and the impact you want to create
- Recognize the main barriers to effective communication
- Understand how context, perceptions and biases influence communication
- Distinguish between what you intend to communicate and what others actually understand

2. Know yourself to better adapt to others

- Discover your communication style
- Recognize the strengths, motivations and potential pitfalls of different communication styles
- Identify your colleagues' communication preferences
- Adapt your approach while remaining authentic
- Communicate with greater impact based on the person you are interacting with

3. Decode what happens beyond words

- Pay attention to non-verbal communication, tone and other communication cues
- Observe before interpreting
- Become more aware of your perceptions and assumptions
- Use the Ladder of Inference to avoid jumping to conclusions
- Check your understanding rather than making assumptions

Copyright © 2026 AFI by Edgenda inc.

4. Ask questions to deepen understanding

- Distinguish between different types of questions
- Use questions to deepen mutual understanding
- Ask questions that encourage meaningful dialogue
- Avoid jumping too quickly to answers or solutions

5. Listen to create better conversations

- Become aware of your listening habits and reflexes
- Explore different levels of listening
- Develop greater presence during conversations
- Apply practical strategies to strengthen your listening skills

6. Create the conditions for constructive dialogue

- Identify what supports or hinders the quality of a conversation
- Better understand the needs and preferences of the people you interact with
- Adjust your approach based on the person and the situation
- Recognize your role in creating quality interactions
- Take concrete action to improve your workplace conversations

7. Choose the right communication channel

- Select the communication method that best suits the message and context
- Recognize the advantages and limitations of different communication channels
- Determine when to use synchronous or digital communication
- Establish practices that support effective team communication

Copyright © 2026 AFI by Edgenda inc.

Approach and methodology

Learn, experiment, adjust

This course uses an active learning approach in which participants are encouraged to observe their communication habits, experiment with different approaches and assess their impact. Activities, workplace scenarios, discussions and individual reflection help turn learning into practical skills. The goal is to turn concepts into practical behaviours that participants can apply as soon as they return to work.

Accreditations

PMI : 7 professional development units (PDUs).

Code for recognition of accreditation units : 5054C7H34Y.

The activity is recognized by the **CHRP**.

Pre-approval number: **6296**.

Copyright © 2026 AFI by Edgenda inc.