UCL Université catholique de Louvain

MGEHC2124

2015-2016

Méthodologie du conseil

6.0 credits	30.0 h	2q

Teacher(s) :	SOMEBODY ; Provost Anne-Catherine (coordinator) ;
Language :	Français
Place of the course	Charleroi
Prerequisites :	/
Main themes :	'Communication' part ''Levels of learning ''Presuppositions of communication ''The communication process ''Communication filters (reality is subjective and multiple) -- sensory -- linguistic (the NLP meta model:Generalisations, distortions, omissions) ''Active listening (listening, specific questioning and rephrasing) ''Non-verbal language -- Index computations -- The Mehrabian model ''decoding ''synchronisation ''consistency ''Human relationships or transactions -- The 3 Ego-states TA (Parent/Adult/Child) -- The TA life positions (OK/OK) -- The TA Drama Triangle (Victim / Persecutor / Rescuer) and the Winner's Triangle (Assertive, Caring, Vulnerable) ''The definition of objectives ''Diagram depicting effective communication 'Drafting technique' part ''Role and tasks of the tax consultant ''Research methods ''Drafting and structuring written advice ''Project management basics ''Characteristics of the client/consultant relationship
Aims :	On completion of this course, students will be able: -- to actively communicate with the client in the context of a consultation -- to interpret the client's unspoken and nonverbal communication -- to draw up a written consultation on complex issues which is pertinent, documented and secure in terms of liability *The contribution of this Teaching Unit to the development and command of the skills and learning outcomes of the programme(s) can be accessed at the end of this sheet, in the section entitled "Programmes/courses offering this Teaching Unit".*
Evaluation methods :	Oral or written examination
Teaching methods :	-- Theoretical references: Neurolinguistic programming, Transactional Analysis, the Palo Alto School -- Role plays

Bibliography :	-- 'Selling Professional Services' ' Charles H. Green -- " The Relationship is the Customer' ' Charles H. Green -- ' Do you Really Want Relationships?' ' David Maister -- 'The Consultant Role' ' David Maister -- 'The Trusted Advisor' ' David Maister
Faculty or entity in charge:	BLSM

Programmes / formations proposant cette unité d'enseignement (UE)				
Intitulé du programme	Sigle	Credits	Prerequis	Acquis d'apprentissage
Master [120] in Management (shift Schedule 2)	FEHC2M	6	-	
Executive certificate in Accounting (Level 2)	EXCA9CE	5	-	