


3.00 credits

7.5 h + 7.5 h

Q2

Teacher(s)	Carlier Charles ;
Language :	French
Place of the course	Charleroi
Prerequisites	/
Main themes	<p>'Communication' part</p> <p>"Levels of learning</p> <p>"Presuppositions of communication</p> <p>"The communication process</p> <p>"Communication filters (reality is subjective and multiple)</p> <ul style="list-style-type: none"> • sensory • linguistic (the NLP meta model:Generalisations, distortions, omissions) <p>"Active listening (listening, specific questioning and rephrasing)</p> <p>"Non-verbal language</p> <ul style="list-style-type: none"> • Index computations • The Mehrabian model <p>"decoding</p> <p>"synchronisation</p> <p>"consistency</p> <p>"Human relationships or transactions</p> <ul style="list-style-type: none"> • 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) <p>"The definition of objectives</p> <p>"Diagram depicting effective communication</p> <p>'Drafting technique' part</p> <p>"Role and tasks of the tax consultant</p> <p>"Research methods</p> <p>"Drafting and structuring written advice</p> <p>"Project management basics</p> <p>"Characteristics of the client/consultant relationship</p>
Learning outcomes	<p>At the end of this learning unit, the student is able to :</p> <p>On completion of this course, students will be able:</p> <p>1</p> <ul style="list-style-type: none"> • 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
Evaluation methods	Oral or written examination
Teaching methods	<ul style="list-style-type: none"> • Theoretical references: Neurolinguistic programming, Transactional Analysis, the Palo Alto School • Role plays
Bibliography	<ul style="list-style-type: none"> • 'Selling Professional Services' ' Charles H. Green • " The Relationship is the Customer' ' Charles H. Green • ' Do you Really Want Relationship' ' David Maister • 'The Consultant Role' ' David Maister • 'The Trusted Advisor' ' David Maister

Faculty or entity in charge	CLSM
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Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Learning outcomes
Master [120] in Management (shift Schedule 2)	FEHC2M	3		
Executive certificate in Accounting (Level 2)	EXCA9CE	5		