


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> <ul style="list-style-type: none"> • Levels of learning • Presuppositions of communication • The communication process • Communication filters (reality is subjective and multiple) <ul style="list-style-type: none"> • sensory • linguistic (the NLP meta model:Generalisations, distortions, omissions) • Active listening (listening, specific questioning and rephrasing) • Non-verbal language <ul style="list-style-type: none"> • Index computations • The Mehrabian model • decoding • synchronisation • consistency • Human relationships or transactions <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) • The definition of objectives • Diagram depicting effective communication <p>"Drafting technique" part</p> <ul style="list-style-type: none"> • Role and tasks of the tax consultant • Research methods • Drafting and structuring written advice • Project management basics • Characteristics of the client/consultant relationship
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

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		