Acting in business with NVC & emotional intelligence

ECTS
2 crédits

Composante
IAE Savoie
Mont Blanc

En bref

- **Langues d'enseignement:** Anglais
- **Méthodes d'enseignement:** En présence
- **Ouvert aux étudiants en échange:** Oui
- **Repères:**

Intitulé : Shine : Développement de compétences comportementales, soft skills

Descriptif

Cours visant à développer les compétences interpersonnelles au travers de techniques de communication non violente et de l'intelligence émotionnelle pour une communication efficace, une meilleure résolution des conflits et un management d'équipe plus performant.

Affichage web : Oui

Présentation

Objectifs

- Understand the principles of Nonviolent Communication (NVC) and Emotional Intelligence (EI) in a business context.
- Develop effective communication and interpersonal skills for success in the tourism industry.
- Learn to apply NVC techniques to improve conflict resolution and teamwork.
- Cultivate emotional intelligence for better self-awareness and relationship management.
- Acquire problem-solving skills based on empathy and active listening.
- Enhance leadership skills, including empathy, influence, and collaboration.

Informations non contractuelles.
Dernière mise à jour le 08 mars 2026

Heures d'enseignement

CM	Cours Magistral	9h
TD	Travaux Dirigés	9h

Pré-requis obligatoires

There are no strict prerequisites in terms of academic background or prior experience. Nonviolent Communication (NVC) is an approach to communication and conflict resolution that is accessible to most individuals. Here are some elements that may be helpful but are generally not strictly required:

· Open-mindedness: NVC is based on an empathetic approach to communication, so it's important to be open to the idea of exploring your own emotions and those of others.

· Willingness to learn: Like any new skill, NVC requires practice and learning. It's important to be willing to dedicate time to acquiring these skills.

· No prior experience required: NVC is accessible to everyone, regardless of your academic or professional background. It can be useful in many everyday life situations, whether at home, at work, or in other contexts.

· Commitment to nonviolence: NVC is built on the principles of nonviolence and mutual respect. It's essential to adhere to these values to fully benefit from the training.

· Readiness to practice: NVC is learned through practice. It's important to be prepared to actively participate in the exercises and discussions offered during the course.

· Active listening: NVC emphasizes empathetic listening. Being able to actively listen to others is a valuable asset.

Plan du cours

Introduction to NVC & EI in Business

- Understanding NVC and EI
- Relevance of NVC and EI in the tourism industry
- Four-step NVC process: Observation, Feeling, Need, Request
- Practicing empathy and active listening

Emotional Intelligence Essentials

- The five components of EI: Self-awareness, Self-regulation, Motivation, Empathy, Social Skills
- Recognizing and managing emotions

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Applying NVC Teamwork ad Tourism Industry :

- Building trust and effective communication within teams
- Conflict resolution techniques based on NVC
- Analyzing communication challenges in the tourism field
- Identifying the role of NVC and EI in resolving conflicts and enhancing customer service

Leadership and Empathy

- Leadership styles and the role of empathy in leadership
- Case studies of empathetic leadership in the tourism industry
- Improving customer interactions with NVC
- Managing customer complaints and feedback

Developing Emotional Resilience

- Coping with stress and emotional challenges in the tourism sector
- Self-care and maintaining emotional balance

Course Review and Assessment

- Review of course content and key takeaways
- Assessment of NVC and EI skills development

Compétences visées

Upon completing the course, students will acquire the following skills:

- Effective communication skills, including active listening and empathy.
- Application of NVC techniques for conflict resolution and customer service improvement.
- Enhanced emotional intelligence for better self-awareness and relationship management.
- Problem-solving skills rooted in empathy and understanding.
- Leadership skills focusing on empathy, influence, and collaboration in the tourism industry.

Bibliographie

- "Nonviolent Communication: A Language of Life" by Marshall B. Rosenberg
- "Emotional Intelligence: Why It Can Matter More Than IQ" by Daniel Goleman
- "Working with Emotional Intelligence" by Daniel Goleman
- "The Tourism System: An Introductory Text" by Robert W. McIntosh and Arch G. Woodside (for reference on the tourism industry).

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Affichage web : Oui

Infos pratiques

Contacts

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