

The keys to non-verbal communication

Understand others better. Make yourself better understood.

Your posture, gestures, gaze and tone of voice send powerful signals, sometimes stronger than words. This course helps you interpret those signals, master your non-verbal communication and strengthen your impact in face-to-face and remote conversations.



“
People.
Ideas.
Decisions.”



Recognise these situations?

- You sense someone is disengaging without knowing why.
- Your posture does not always convey what you mean.
- You sometimes interpret behaviours too quickly.
- Misunderstandings arise even when your words seemed clear.



What we will understand

- Congruence, context and behavioural signals.
- What non-verbal communication can indicate, and what it cannot prove.
- The impact of our own posture on interaction.
- Interpretation biases to avoid.
- How to adapt your non-verbal communication to different situations.



How we will work

- Structured observation and non-verbal communication.
- Analysis of sequences and practical scenarios.
- Filmed role plays and supportive debriefs.
- Work on gaze, space, pace and gestures.
- Neuroscience insights to understand the impact of non-verbal communication.



What will change in practice

- More accurate observation of behaviour.
- Fewer hasty interpretations.
- More coherent, conscious communication.
- More impact and credibility in conversations.
- Smoother relationships, in person and remotely.



Who is it for?

Teams, managers, sales professionals, trainers or leaders, depending on the module.



Formats

Half-day
1 day
2 days



Our approach

Neuroscience • Practical methods
AI • Hands-on experience • Real cases



An international, cross-sector perspective

Examples and inspiration from different sectors and countries.



Request the detailed programme

Questions? Let's discuss your needs.