Pour communiquer avec les gens il faut :

1. Écoutez
2. Suscitez la discussion
3. Dites « je »
4. Exprimer des opinions et des demandes précises
5. Réconciliez-vous avec le silence
6. Modulez votre voix
7. Communiquez avec le corps
8. Cultivez la familiarité
9. Privilégiez les messages positifs
10. Sachez conclure

Le you-viewpint est le style de langage ou on parle que du point de vu de l’autre et pas du siens. Par exemple pour une lettre d’embauche, nous allons féliciter le magasins d’avoir ouvert une nouvelle enseigne et qu’ils vont être satisfait de votre travail.

You view-point

* Used to persuade
* Taking viewpoint of audience

=use « you » and not « I » and “Me”

* Receiver all attention
* Keeps comm. Open

5 Steps:

1. Active voice, 2nd person (you, yours, your)
2. Empathice what they want (What’s in it for them)
3. Stress how the reader will benefit from complying
4. When the reader has made a mistake
5. Reader has a differente opinion (Your opinion is wrong)

Exemple:

1. We allow 2% discount or cash payments/

You can use the 2% reduction

1. This is just the kind of job I’m looking for, since it offers me a chance to get practical experience in personnel work/

You will practice a lot in the new jpb we are offering to you, exactly what your are looking for

1. Our pamphlet is designed to help its reader get the most out raising beautiful roses/

You can find the most beautifull roses in our new pamphlet

1. To help us improve our production schedule, we would appreciate your ordering two weeks in advance/
2. I wish to tell you that we are sending your new coat tomorrow/

You will be glade to learn that your coat is in your way!

1. We cannot deliver until Friday/

You will receive your ordering since friday

1. You failed to give us the fabric specifications of the sofa we ordered./

Your sofa is unable to fabric without the fabric Specifications

1. I’m sorry we aren’t able to rembourse you until oct 3rd

You can’t get your money back until 3rd october

1. You did not format the letter in the proper style/

You’ve not format the letter in proper format

1. You missed the December meeting/

You’ve passed the December meeting

Hi

Hello

Welcome to the Ynov campus!

Ho thx!

I’m glad to accept you too the campus!

Yes me too!

So, what’s your name?

I am Paul

Hello paul!, So what is your principal Qualities?

I am brave, motivated and hard Worker.

Ho great! That are great qualities for progress in to your life!

Ho yes haha

So, what’s your principal point of interest?

Like your school, I like technologie and I’m very interested by all kind of innovation!

Ho great, what formation do you wan’t to follow?

Ho, I like the informatique side because like previously said, I love innovation!

Ho sorry buddy, this formation is already full! But, you can go in audio visual if you wan’t!

No sorry, I would like to go in informatique but if you are full there is no reason that I go with you.

Have you a creative mind?

Yeah why?

So the audiovisuel’s formation can be great for you! Because you can explain your creativity at his full potential!

Hum yes, but no

Why? There is the same thing in audio visual!

Exactly, so why me and not another?

Because your profile is perfect for this formation!

Yeah, but no I wan’t my informatique’s formation!

So we are sorry, but we can’t accept your request and I will accompanied you to the exit.

Ok bye.

Bye.