



2-DAYS TRAINING

AIMNEX
Professional Training & Consulting

CONNECTIVE COMMUNICATION: TURNING CONFLICT INTO COLLABORATION & INFLUENCE

Behind every heated debate lies an unaddressed need waiting to be heard

COMMON CHALLENGES?

- Do you have to be an extrovert or a natural speaker to communicate effectively?
- How do we convey ideas clearly without triggering defensiveness across generational, hierarchical, and work culture differences?
- How can we fully understand the other party's perspective to achieve Win-Win solutions and strengthen relationships?
- How do we manage conflicts constructively and build strong relationships with superiors, peers, and subordinates?

WHY THIS COURSE?

CONNECTIVE COMMUNICATION- KEY TO HIGH PERFORMANCE

Effective communication is not merely transmitting information. It is a core tool that empowers teams to engage in open dialogue, collaborate seamlessly, build mutual understanding & continuously drive organizational performance.

- Emotional Mastery
- Open Communication
- Active Listening
- Effective Conflict Resolution
- Collaborating & Achieving Shared Goals

OBJECTIVE



UNDERSTAND

Grasp core concepts & foundations of connective communication for confident interactions.



PRACTICE

Express ideas clearly and precisely, understand and manage emotions, listen with empathy, and respond effectively.



APPLY

Apply effective communication to key workplace scenarios: negotiation, giving & receiving feedback, recognition, conflict management, and influence.

TARGET



STAFF



TEAM LEADER



MANAGERS

TRAINING CONTENT

1

FOUNDATION OF CONNECTIVE COMMUNICATION

- Identify 5 communication barriers that trigger resistance and disrupt collaboration
- Understand brain responses under stress to stay in control:
 - Stress response mechanism (3Fs: Fight, Flight, Freeze)
 - Regulating emotional boundaries (Window of Tolerance)
- Master the 4-step framework (Observation, Emotion, Need, Request) for effective Self-Awareness, Expression, and Listening

2

CORE COMMUNICATION MINDSET & SKILLS

- 2.1. Self-Awareness & regulation
 - Emotional self-regulation
 - Steps for self-soothing & regaining control during emotional spikes
 - Emotional Quadrant – A practical tool to accurately identify feelings
 - Identifying needs
 - Analyzing core drivers behind disagreements
 - Wheel of Needs & PLATO Principle applied in negotiation
- 2.2. Objective & clear expression
 - Objective observation: Building a shared perspective for effective communication
 - Distinguishing objective facts from assumptions & confirmation bias
 - Ladder of Inference – Identifying the root causes of misunderstandings
 - Effective requests & proposals
 - 4 criteria for high-impact action proposals
 - 4-step structure to propose ideas or report effectively
- 2.3. Active listening & Constructive feedback
 - Listening skills
 - Practice narrative listening
 - Practice empathetic listening with Empathy Poker deck
 - Feedback skills
 - Questioning techniques
 - Practice summarizing and note-taking

3

MINDSET & SKILLS APPLICATION IN THE WORKPLACE

- Dance floor – 3 Communication Choices
 - Flexible interaction dynamic between Self-Awareness, Expression, and Listening
- Apply 3 communication choices in the workplace:
 - Responding thoughtfully to difficult or harsh remarks.
 - Giving and receiving feedback clearly and constructively.
 - Nurturing relationships through intentional recognition practices.
 - Transforming disagreements (in negotiation, bargaining, and conflict resolution).

4

ACTION PLAN

- Identify challenging communication scenarios in daily work
- Develop an actionable implementation plan tailored to real-world tasks
- Commit to post-course practice

TRAINING TIME & VENUE

17-18
SEPTEMBER

HO CHI MINH
THU – FRI

T Floor, Nam Giao 1 Building
261–263 Phan Xich Long,
Cau Kieu Ward

21-22
SEPTEMBER

HA NOI
MON - TUE

Floor 14, Hapro Tower
11B Cat Linh,
O Cho Dua Ward

COURSE INFORMATION



LANGUAGE: Vietnamese



FEE: 5.800.000 VNĐ/person

Includes lunch for 2 days (not including VAT)



REGISTRATION OFFERS

2-4 PARTICIPANTS
5% OFF

5+ PARTICIPANTS
10% OFF

(Applicable separately to courses in Ho Chi Minh City & Hanoi)



PARTICIPANTS: HCM: 28 people - HN: 30 people (first-come, first-served basis)



METHOD: Offline training



REGISTRATION: Fill in the attachment "Application form" and send to Aimnext via email training-vn@aimnext.com

Ho Chi Minh

Ms. N.V.Trang

- Master in Strategic Leadership from Blekinge Institute of Technology (Sweden)
- Internationally Certified Trainer in Nonviolent Communication (NVC).
- Currently, trainer in Emotional Education & Professional Communication at HUTECH University and UMT.

Ha Noi

Ms. N.N.Ha

- MBA specializing in Psychology.
- Expert in interpersonal connection & workplace relationship building.
- Trusted corporate trainer for: FPT, Embassy of Sweden, Suntory PepsiCo, etc.

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