



Presidenza del Consiglio dei Ministri
Scuola Nazionale dell'Amministrazione

Dipartimento Relazioni Internazionali ed Europee
(DiRIE)

“International Soft Skills”

Codice 2026.172

Edizione nr. 003 - Data di inizio: 08 Ottobre 2026

E-learning

Calendario e programma didattico

Lezioni via web – Webinar

Data	Orario (da/a)	Argomento	Docente	Ore
08/10/2026	09.00 – 11.00	Presentations - Lesson 1 Audiences and cultural expectations	Lynley Fraser	2
	11.00 -13.00	Content – sifting and sorting. Slide design, effective openings, organisation, planning and timing.	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Simulation: briefing an EU workgroup	Lynley Fraser	2
15/10/2026	09.00 – 11.00	Presentations – Lesson 2 Public Speaking	Lynley Fraser	2
	11.00 -13.00	Rhetoric and rhetorical devices	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Q & A sessions	Lynley Fraser	2
22/10/2026	09.00 – 11.00	Meetings – Lesson 1 The anatomy and language of meetings	Lynley Fraser	2
	11.00 -13.00	Decision making Agreeing and disagreeing	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Chairing meetings Role play: HR issues	Lynley Fraser	2
29/10/2026	09.00 – 11.00	Meetings – Lesson 2 Presentation of project work assignments	Lynley Fraser	2
	11.00 -13.00	Simulation: EU plenary	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Facts and figures	Lynley Fraser	2
05/11/2026	09.00 – 11.00	Negotiations - Lesson 1 Overview of negotiation theories and practise	Lynley Fraser	2
	11.00 -13.00	The process of negotiation	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	The language of negotiations Role play	Lynley Fraser	2
12/11/2026	09.00 – 11.00	Negotiations – Lesson 2 Cultures and negotiation	Lynley Fraser	2
	11.00 -13.00	Setting agendas Defining strategies	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Case study and simulation	Lynley Fraser	2
19/11/2026	09.00 – 11.00	Hospitality and Networking – Lesson 1 Cultural norms and social interactions	Lynley Fraser	2
	11.00 -13.00	The art of small talk	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	The big picture - the media and major issues	Lynley Fraser	2

26/11/2026	09.00 – 11.00	Hospitality and Networking - Lesson 2 Presentation of project work assignments – final assessment	Lynley Fraser	2
	11.00 -13.00	Presentation of project work assignments – final assessment	Lynley Fraser	2
		Pausa pranzo		
	14.00 – 16.00	Formal and informal entertaining Dinner party role play Discussing current affairs	Lynley Fraser	2

Moduli di formazione a distanza fruibili autonomamente

Disponibilità (dal/al)		Argomento – descrizione del modulo	Ore
08/10/2026	10/12/2026	Presentations Introduction on forum Workshop on presenting numbers and graphs: video and interactive exercises Workshop on rhetoric: interactive exercises	3
15/10/2026	10/12/2026	Presentations Workshop on presenting numbers and graphs: video and interactive exercises Q & A sessions: interactive exercises Presentation Video Guide I – Structure Presentation Video Guide II – ABCD Openings Presentation Video Guide III - Slide Design Presentation Video Guide IV – Rhetorical Devices Presentation Video Guide V – Presenting Statistics Presentation Video Guide VI – Q & A Assignment: Slide Design	5
15/10/2026	28/10/2026	Assignment - Project Work	10
22/10/2026	10/12/2026	Meetings Views on meetings - listening exercise Expressions for chairing meetings	1
29/10/2026	10/12/2026	Meetings Issues with international meetings: discussion Pronunciation exercise - shadowing Meetings Video Guide I – The Agenda Meetings Video Guide II – The Chair Meetings Video Guide III – Diplomatic Language Meetings Video Guide IV - Clarifying	2
05/11/2026	10/12/2026	Negotiations Preparing for negotiation Interactive vocabulary exercise The language of negotiation: interactive exercise Golden rules of negotiation and body language Videos on negotiation and analysis	3
12/11/2026	10/12/2026	Negotiations Negotiations Video Guide I – Setting the Agenda Negotiations Video Guide II – Goals & BATNAS Negotiations Video Guide III – Body Language Negotiations Video Guide IV – Tactics & Strategies Assignment: Structured Negotiation	2
12/11/2026	25/11/2026	Assignment - Project Work	10

19/11/2026	10/12/2026	Hospitality & Networking The art of conversation: Interactive exercise Guidelines for international visitors, reading and interactive comprehension exercise	2
26/11/2026	10/12/2026	Hospitality & Networking Cuisine vocabulary: interactive exercise Hospitality Video Guide I – Food Hospitality Video Guide II – Places Hospitality Video Guide III – Things to do	2

Test di valutazione

Disponibilità (dal/al)		Argomento
26/11/2026	26/11/2026	Test di valutazione finale erogato online

Quote di iscrizione

Ente di appartenenza del dipendente	Quota di iscrizione per dipendente
Amministrazione pubblica per i cui dipendenti la partecipazione ai corsi della SNA non può essere a titolo gratuito	620,00 euro
Enti e istituzioni private	1860,00 euro