

# Taking on the role of manager: tools and methods

Cycle of 4 days - 28h

Ref.: MOM - Price 2025: CHF2 710 (excl. taxes)

This cycle consists of:

- Taking on the role of manager: tools and methods (Ref. MO1, 2 days)
- Taking on the role of manager: tools and methods (Ref. MO2, 2 days)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand the manager's role, missions and stance

Organise activities: set objectives and manage results

Facilitate individual and group time

Familiarise yourself with the communication techniques in a management situation

Practice giving and receiving feedback

Understand labour law applied to management situations

## TEACHING METHODS

In addition to this training, ORSYS provides Atlas members with Mobile Learning modules. These will be available 7 days before the training and for 30 days after the training.

## HANDS-ON WORK

Active and participatory teaching methods. Theory and practice with cases applied to the participants' background and experiences. A one-month recess is planned between the course's two modules.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

## THE PROGRAMME

last updated: 06/2024

### 1) Position yourself: role, missions, responsibilities and stance

- Identify a manager's key missions: responsibilities, expected qualities and behaviours.
- Recognise a team's different development phases and the expected managerial attitudes.
- Adopt situational management.
- Map your team.
- Adopt assertive behaviour.

*Hands-on work* : Digital word cloud on the topic: roles and missions of a manager. Reflection on the managerial attitudes expected at each stage in a team's life. Self diagnostics. Case study: what is the most appropriate management style? Discussion.

### 2) Organising ideas, scoping, structuring

- Take into account power relations, and identify opponents, contributors, etc.
- Define, structure and reassure: set out operating rules and give meaning.
- Set clear and motivating objectives.
- Manage the results.

*Hands-on work* : Digital survey on the theme: SMART goal. Exercise on the theme: setting a SMART goal. Digital word cloud on the theme: managing results. Discussion.

### 3) Communicating and involving

- Understand the communication process: sender, message, receiver.
- Focus on the other person and assess the situation: active listening.
- Learn to question concrete actions. Open and closed questions.
- Ensure that the other person is well understood and eliminate listening interferences: reformulation.

- Give priority to constructive formulations and the right words.
- Use the right non-verbal language and pay attention to the other person to better interact.
- Convince and bounce back following objections.
- Action plan: participants communicate their objectives for the next two days to the trainer.

*Hands-on work* : Word cloud on the theme: key success factors for effective communication. Fun exercise on active listening. Role play on questioning and the art of convincing and bouncing back following objections. Discussion in sub-groups on preferred formulations and the right words.

#### 4) Facilitate individual time effectively

- Lead a delegation: from preparation to assessment.
- Make any mistake a source of improvement.
- Give and receive feedback constructively.
- Know how to reprimand using the DEPAR tool.
- Know how to congratulate.
- Know how to remobilise.
- Conduct the annual appraisal interview.

*Hands-on work* : Case study on delegation. Role play with a personalised analysis on the themes: handling errors; remobilising. Experiments on the themes: constructive criticism; reprimanding. Feedback and group discussion.

#### 5) Facilitating group time effectively

- Set up the conditions for a successful meeting.
- Reprimand deviations.

*Hands-on work* : Digital word cloud on the theme: conditions for a successful meeting. Role play with a personalised analysis on the theme: Reprimanding deviations. Discussion.

#### 6) Understand labour law applied to management situations

- The different employment contracts and contractual clauses.
- Know the duties of employees and managers.
- Legal duration, overtime and flat rates.
- Absences.
- The various penalties.

*Exercise* : Quiz. Discussion.

## DATES

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This course consists of a set of modules. The dates indicated below correspond to the first available course sessions.

#### REMOTE CLASS

2025 : 28 juil., 17 nov.