

# Line Managers

Hands-on course of 3 days - 21h

Ref.: MPX - Price 2024: CHF1 990 (excl. taxes)

## EDUCATIONAL OBJECTIVES

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

- Identify your role and responsibilities as a line manager
- Adapting your managerial style to situations
- Get employees involved and feeling committed
- Develop the team members' autonomy to motivate them
- Manage difficult situations

## THE PROGRAMME

last updated: 07/2021

### 1) Roles and missions of the direct manager

- Knowing your role, missions, and objectives.
- Developing managerial expertise: Distinguishing technical skills and managerial skills.
- Discovering the added value of a direct manager.
- Restoring the importance and role of humanity in the managerial function.

*Hands-on work* : Group discussions and in large groups, case studies.

### 2) The power of the direct manager

- Identifying sources of power.
- Knowing the constraints and limits of power.
- Understanding relationship mechanisms and power games between manager and employees.
- Developing your authority and leadership: Balancing firm decisions and relational flexibility.
- Getting your employees to commit to the department's/company's values, decisions, and projects.
- Getting employees involved and instilling mutual trust: Group and individual management tools.

*Hands-on work* : Individual thinking through reverse perception.

### 3) Effective behavior: Situational management

- Basic principles, objectives, advantages, and limits of different management styles.
- Identifying your style: Self-assessment and case study.
- Improving and adapting your style to different situations, contexts, and employees.

*Hands-on work* : Individual self-diagnosis of your dominant style based on standard case studies.

### 4) Developing employee autonomy

- Understanding autonomy mechanisms: Skills and involvement.
- Measuring employee autonomy.
- Identifying and acting on motivation drivers.

*Hands-on work* : Filmed individual interview scenarios.

### 5) Recognizing successes to encourage others

- Understanding the failure or success spiral.

## 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 to review your request and its feasibility.

- Recognizing successes to encourage others.
- Positioning yourself as a facilitator of successes.
- Using effective signs of recognition.

*Hands-on work : Impact study of signs of recognition through reverse perception.*

#### 6) Difficult situations

- Understanding how conflicts began and taking a step back.
- Learning how conflicts escalate.
- Better managing your own emotions, thoughts, and tensions.

*Hands-on work : Filmed role-playing of concrete cases provided by participants.*

## DATES

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### REMOTE CLASS

2024 : 10 Jun, 11 Sep, 18 Dec