

# Becoming a Manager

Hands-on course of 3 days - 21h

Ref.: MOP - Price 2024: €1 790 (excl. taxes)

This course enables first time managers to understand what management means, and provides the necessary basic knowledge, skills and techniques. This programme develops a manager's ability to recognise and cater successfully for a variety of staff needs, so that the potential of each individual is realised. By the end of the course participants will be able to:

- assess their approach to management and identify key development areas
- recognise different management styles, understand how they affect others,
- develop and motivate a winning team
- communicate more effectively
- handle sensitive and difficult situations appropriately
- apply proven methods for enhancing individual performance.

This course, which relies on realistic scenarios and interactions between practices, makes it possible to acquire managerial techniques that can be used directly in the real world.

## THE PROGRAMME

last updated: 01/2018

### 1) The Management Role

- Management profile self-analysis.
- 6 key characteristics of an effective Manager.
- Key leadership behaviours and management activities.
- Principles of good management.

*Hands-on work : Identifying your management profile.*

### 2) Effective Communication

- Different communication strategies.
- Communication pitfalls.
- Identifying needs and the best approach.
- Principles of effective communication.
- Structuring clear messages.

*Exercise : We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.*

### 3) Successful Meetings

- Clarity of purpose and objective.
- Chairing meetings effectively.
- Handling emotional contributions and questions.

### 4) Delegating

- Knowing what to delegate, to whom and how.
- Emotional barriers to delegation.
- The delegation process.
- Assessing staff capabilities and development needs.
- Motivating through delegating.

### 5) Improving Performance

- Setting objectives.

#### PREREQUISITES

Newly appointed managers, existing managers with no previous management training and those aspiring to management positions.

#### 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.

- Criteria for effective performance standards.
- Methods of assessing and improving performance.
- Understanding the purpose and benefits of performance reviews.
- Preparing and conducting motivational meetings.
- Developing action plans.
- Following-up.

#### 6) Building a Winning Team

- Winning teams how they behave.
- How motivation works.
- Monitoring and controlling.
- Giving constructive feedback.
- Generating commitment, enthusiasm and initiative.

#### 7) Managing Difficult Situations

- Dealing with sensitive issues.
- Resolving conflict.
- Implementing appropriate policies, procedures and practices.
- Delivering clear and simple messages.
- Problem-solving.

*Hands-on work : Role-play, video...*

#### 8) Managing Individuals

- Identifying different working styles and needs analysis.
- Constructive criticism.
- Dealing with performance problems and awkward attitudes.

*Hands-on work : Identifying your working style and adapting your approach to suit every situation.*

## DATES

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#### REMOTE CLASS

2025 : 03 Mar, 02 Jun, 29 Sep, 31 Dec