

## Fundamental basis of operational management: Coordination and leading of teams

### GENERAL AIM OF THE TRAINING

To learn how to take the floor and to coordinate and lead your team  
To know how to use the appropriate tools according to the purpose of the meeting  
To know how to manage your team by mastering the conflict resolution tools

### PROGRAMME

#### Teams' coordination

- To speak in front of your team (my posture and my body language– Mehrabian's law)
- To learn how to coordinate and lead your team (Methodology for how to conduct a meeting: objective, progression, support, animation techniques)
- Animation tools (focus on retrospective tools: start/stop starfish – Observation method, feelings, Interpretations, and decisions – the quadrant – the speed boat)

#### Training feedback and training evaluation

- The "basis of management" quiz - approximately 30 questions

### TARGET AUDIENCE

Operational manager.

### PREREQUISITE

No degree or certificate required.  
To have at least some level of awareness about management.

### MODALITES

#### Inter-company training:

Organisation: 4 to 8 participants.  
Modality: online training.  
Language: French.  
Duration: 7 hours (1 day).  
Dates: contact us.  
Fees: €900 VAT not incl. per person  
Accessibility: online training, accessible to people with disabilities.  
Access time after registration: 1 month.  
Educational means: Alternative theoretical and practical means with case studies and analysis tools.  
Assessment: tests and quizzes throughout the training

#### In-company training:

Organisation: private or group course.  
Modality: online training or on site of your company.  
Language: French.  
Duration: 7 hours (1 day).  
Fees: contact us for a quote.  
Accessibility: online training or on site in your company.  
Accessible to people with disabilities. Please let us know.  
Access time after registration: 1 month.  
Educational means: Alternative theoretical and practical means with case studies and analysis tools.  
Assessment: tests and quizzes throughout the training