

Mastering soft skills for effective management

GENERAL AIM OF THE TRAINING

To identify the soft skills which need to be developed in operational management
To know how to communicate appropriately so as to maintain motivation within your team
To analyse current communication in order to put in place a personalised action plan

PROGRAMME

The necessary soft skills of the operational manager

- To know when to let go and to trust (delegation tool sheet)
- How to manage and redefine (behaviour on the verge of being unacceptable, your mechanisms and interviews about concerning cases)
- To know how to become organised in your work (co-development with the DMCA protocol – Describe, create a Model, build together et Apply/ Eisenhower matrix)
- To be credible and inspiring (reminder about managerial requirements and amplitude)
- To know how to give constructive feedback (case study with methodology)

The operational manager communication

- Storytelling of communication bases (communication and its components)
- The challenges of communication (Informative, normative, relational, positioning, of influence)
- The different types of communication (interpersonal, group, external, internal) and your part
- To know how to make clear requests (the methodology of direct requests)
- To conduct identification interviews (sonar message, positive active listening, interview methodology)

Analysis of your communication

- Use of a personalised SOAR-type analysis tool
- Sharing and co-construction of a personalised action and support plan

Motivation of my team

- Motivation storytelling (From Marlow's theory of needs to Adams' theory of equity)
- The drivers (REX co-development - REX = experience feedback)

TARGET AUDIENCE

Operational manager.

PREREQUISITE

No degree or certificate required
To have a minimum awareness of management.

MODALITES

Inter-company training:

Organisation: 4 to 8 participants.
Modality: online training.
Language: French.
Duration: 14 hours (2 days).
Dates: contact us.
Fees: €1,200 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

Intra-company training:

Organisation: private or group course.
Modality: online training or on site of your company.
Language: French.
Duration: 14 hours (2 days).
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 exercises with case studies and analysis tools.
Assessment: tests and quizzes throughout the training