

# Team management

## Experimenting with best practices

Hands-on course of 2 days - 14h  
Ref.: MEQ - Price 2024: CHF1 530 (excl. taxes)

How can we calmly and peacefully learn how to serve as a local manager through quality communication and create conditions favorable for good teamwork? This training workshop offers experimenting with team management techniques and best practices.

### EDUCATIONAL OBJECTIVES

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

- Identify the management style adapted to one's team
- Understand the team's levers of motivation
- Accompany the team in routine management actions
- Encourage the team and make it effective and cohesive

### TEACHING METHODS

Workshops and discussions followed by analysis and feedback from the trainer, gradual building of directly operational tools. Action plan.

### HANDS-ON WORK

Filmed and debriefed scenarios.  
Public speaking techniques. Quiz.  
Fun team unity exercises.

## THE PROGRAMME

last updated: 01/2023

### 1) Identifying one's missions and role as team manager

- Leading an organization.
- Coordinating work and reducing errors.
- Developing the team's skills.
- Setting individual and group goals.
- Defining the roles of each person, regulating them.

*Exercise : Mind Mapping workshop: building an employee growth plan*

### 2) Be a motivating manager

- Identifying and using tools for motivation.
- Practicing recognition systems.

*Hands-on work : Giving justified compliments about technical and social skills. Post-it game.*

### 3) Practicing communicating as a team manager

- Delegating a task.
- Leading a daily briefing.
- Give feedback.
- Refocusing face-to-face.
- Conducting the annual assessment interview.

*Role-playing : Based on a chosen managerial scenario, each participant practices the interview methodology.*

### 4) Preparing to lead a team

- Finding the right positioning with respect to one's team.
- How to communicate with each employee?
- Adapting to your employees' communication channels.

### PARTICIPANTS

Team leaders, local managers already in their position or taking a new position.

### PREREQUISITES

No particular knowledge.

### 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.

- Identifying each person's skills and area for improvement.

*Role-playing : Dealing with the team's talents and resources as part of a project.*

### 5) Improving the holding of meetings

- Setting up the conditions for a successful meeting.
- Experimenting with preparing and leading the meeting.
- Serving as facilitator and moderating discussions.
- Stating the action plan and the items to follow up on.

*Exercise : Workshop game: building the longest bridge. Paper, scissors, and a ruler to experiment with communication in a project.*

### 6) Strengthening team cohesion

- Communicating with tact, diplomacy, and assertiveness.
- Developing active listening.
- Positively managing objections.
- Accompanying conflict resolution stress-free.
- Using stress management techniques.

*Exercise : Relaxation and breathing techniques Quiz about tact and diplomacy.*

## DATES

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REMOTE CLASS

2024 : 09 Sep, 28 Oct