

# Organizing Your Team's Work

Hands-on course of 2 days - 14h

Ref.: OTE - Price 2024: CHF1 530 (excl. taxes)

Organizing work properly helps to advance projects in normal times. Planning and monitoring activities is a way to motivate employees and boost productivity. This training will provide you with operational responses for evaluating skills and your team's potential and enable you to better manage priorities on an everyday basis.

## EDUCATIONAL OBJECTIVES

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

- Organize your time and that of your team
- Get updates on the priority and urgency level of the activities
- Oversee and track your team's work
- Use assertive communication and know how to say no
- Get others to commit to decisions and changes
- Manage a conflict-riven relationship with the team

## HANDS-ON WORK

Sharing experiences. Filmed scenarios that are then analyzed, role-playing, testing and self-diagnosis, case studies, etc.

## THE PROGRAMME

last updated: 01/2023

### 1) Understanding how a group operates at work

- Analyzing group dynamics.
- Understanding the needs and expectations of the group.
- Situating the team's role within the company.
- Positioning each individual within the group's operation.
- Identifying each employee's capabilities.
- Collecting the criteria for the teamwork to succeed.
- Identifying and managing different personalities.
- Sharing your vision and the company's values.

*Hands-on work* : Group introduction game, thinking about the dynamic created and the benefits of teamwork.

### 2) Taking stock of your own time management

- Measuring your perception and relationship to time.
- Portraying the use of your time.
- Thinking about your organization's strengths and wastes of time.
- Quantifying the time spent in meetings, on the phone, in appointments, traveling, etc.
- Writing your new objectives and defining your areas for improvement.

*Hands-on work* : Evaluating your relationship to time with self-positioning.

### 3) Organizing group work

- Identifying current collective work times.
- Listing the missions and tasks of your team.
- Identifying the resistance encountered in optimizing time.
- Analyzing the teams' skills.

## PARTICIPANTS

Managers, team leaders.

## PREREQUISITES

Experience in team management.  
Good knowledge of fundamental principles of management.

## 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.

- Evaluating the employees' motivations to distribute activities.
- Taking into account individual and collective needs when organizing activities.
- Adapting your management to the employees' maturity level.
- Evaluating your employees' relationship profile to save time in discussions.
- Setting up an effective personal growth plan.

*Hands-on work* : Listing the missions and tasks of your team. Writing a delegation plan.

#### 4) Planning your team's activities with priorities

- Classifying activities using the Eisenhower principle: Important and urgent.
- Updating the priority levels of the activities.
- Determining how long your employees spend on tasks.
- Learning the rules of effective organization.
- Using planning tools.
- Knowing how to organize your employees' tasks over time.

*Hands-on work* : Defining priorities with the Eisenhower matrix.

#### 5) Overseeing and tracking your team's work

- Defining the team's rules in terms of monitoring.
- Setting collective and individual goals with the SMART method.
- Managing with scorecards
- Choosing tracking indicators.
- Defining and formalizing individual and collective action plans.
- Tracking actions over time: Implementing follow-up interviews.
- Giving constructive feedback and signs of recognition.
- Offering encouragement on the results achieved and those yet to come.

*Hands-on work* : Building an action plan in sub-groups with SMART goals.

#### 6) Evaluating the change's impact on how the activity is organized.

- Understanding the steps to accepting change.
- Knowing how to communicate in order to prepare for the change.
- Understanding the team's reactions to the changes.
- Evaluating the change's impact on how the activity is organized.
- Getting the team to commit to the change.
- Improving your ability to explain and give meaning to the decisions made.
- Taking action to maintain involvement over time.

*Hands-on work* : Role-playing games: Communicating and securing commitment to change.

*Hands-on exercise on obstacles and solutions to offer.*

#### 7) Organizing your managerial communication

- Knowing the basic rules of communication.
- Using different forms of communication: Digital, meeting, interview, etc.
- Using situational management to adapt your communications.
- Organizing the collective and individual discussion times.
- Using assertive communication to reinforce your leadership.
- Actively listening, questioning, knowing how to rephrase.
- Using empathy as a source of understanding oneself and others.
- Managing requests and interruptions.
- Knowing how to make requests. Knowing how to say "no".

*Hands-on work* : Filmed scenarios around communication: Knowing how to say no, being assertive, practicing active listening and questioning, etc. Group debriefing.

#### 8) Organizing the team's relationships on a routine basis: Managing tensions

- Defusing tensions. The three brains: The basis of our reactions.
- Understanding and managing your reactions.
- Understanding the mechanisms of the drama triangle.
- Understanding behaviors and dealing with them.

- Managing your negative thoughts and emotions.
- Channeling your own tensions and those of your employees.
- Mastering the steps to resolving disagreements.
- Anticipating difficult situations and relationships.

*Hands-on work* : Filmed role-playing on managing conflict-riven relationships.

## DATES

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### REMOTE CLASS

2024 : 02 Sep, 04 Nov