

# Managers: improving your interpersonal skills

Hands-on course of 3 days - 21h

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

This course will allow managers to identify and develop the interpersonal skills that will be most useful in their day-to-day work. They will get to know one other better and challenge each other in order to integrate the emotional dimension into their relationship and create a performance-friendly environment.

## EDUCATIONAL OBJECTIVES

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

- Identify your interpersonal style
- Develop your ability to listen and express yourself
- Communicate your feelings using the DESC tool
- Adopt individual coaching practices in your management

## HANDS-ON WORK

Self-diagnosis with individualised analysis, case studies, role play, scenarios and feedback discussions.

## THE PROGRAMME

last updated: 06/2024

### 1) Understanding the challenges of interpersonal management

- Position the status of the employee-company relationship.
- Reconcile the personal needs of employees and the expectations of the company.
- Define the manager's role in creating a climate that is conducive to performance.

*Case study* : The manager's role.

### 2) Taking stock of your interpersonal skills

- Improve your understanding of your interpersonal style.
- Self-affirmation, self-states and mental preferences.
- Recognise and defuse reactive behaviours.
- Thwart high-risk situations: the dramatic triangle.

*Exercise* : Interpersonal self-diagnosis and identification of one's own obstacles in the relationship. Analyses of real-life situations.

### 3) Developing authentic communication

- Learn about natural listening filters and the factors that contribute to them.
- Differentiate between facts, opinions and feelings.
- Improve your listening skills through questions and rephrasing.
- Communicate without using words.
- Non-verbal communication, calibration and synchronisation.

*Exercise* : Self-assessment of one's own spontaneous listening attitudes. Training on precise questioning.

### 4) Leveraging emotions

- Integrate the emotional process.
- Learn to recognise and manage your emotions.
- Express negative emotions appropriately.

## PARTICIPANTS

Managers and team leaders.

## PREREQUISITES

Management experience required.

## 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.

- DESC and Nonviolent Communication.

*Exercise* : Emotional quotient self-diagnosis. Role-playing game to practice communicating emotions without jeopardising the relationship.

#### 5) Coaching employees to help them improve their skills

- Recognise appropriate situations and positioning.
- Learn coaching techniques.
- Initiate and adhere to individual coaching.

*Demonstration* : Coaching interview simulation.

#### 6) Improving your interpersonal skills in a management situation

- Create and share a vision that can bring people together.
- Conduct face-to-face interviews.
- Lead and manage a meeting.
- Support change.
- Defuse sensitive or contentious situations.

*Role-playing* : Role-playing exercises for the various interviews. Role play based on a tense situation.

## DATES

---

### REMOTE CLASS

2025 : 26 Feb, 16 Jun, 22 Sep, 22  
Dec