Publication date : 05/16/2024

Course : Assistant: working with several managers

Practical course - 2d - 14h00 - Ref. ASI
Price : 1280 € E.T.

This training course will enable you to define your responsibilities and identify the issues involved in the managerial missions you support. You will learn how to evaluate and prioritize with quality in mind. You will learn the basics of assertive communication needed to anticipate needs.

Teaching objectives

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

- Understand the challenges of each perimeter
- Managing priorities for better support
- Enhancing the value of your quality processes
- Guaranteeing useful and accessible information
- Assert yourself as a partner and facilitator

Intended audience

This course is designed for assistants to several managers.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Sharing practices, reflection in sub-groups and pairs, exercises, implementation of methodology, case studies, role-playing.

Teaching methods

Active, participatory teaching

Course schedule

PARTICIPANTS

This course is designed for assistants to several managers.

PREREQUISITES

No special knowledge 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.

1 Develop your support role for managers

- Identify managers' missions.
- Understand the challenges of their different jobs.
- Identify your contributions and managers' expectations.
- Define your scope of autonomy and responsibility.
- Set out the current and future framework of your missions.

Group discussion

Brainstorming in pairs, sharing practices, mapping current missions and putting them into perspective with managers' expectations.

2 Optimizing organizational fluidity

- Assess workload to anticipate.
- Master systematic questioning to frame assignments.
- Identify and prioritize priorities.
- Plan tasks to meet deadlines.
- Act as a facilitator for managers.

Exercise

Exercises to prioritize and plan tasks, analysis and reflection in sub-groups.

3 Position yourself as a quality player

- The benefits of continuous improvement.
- Use a step-by-step methodology: observe, analyze and make proposals.
- Present effective and efficient solutions to managers.
- Implement the selected solutions.
- Managing change: information and training.

Hands-on work

Brainstorming, implementation of the methodology in sub-groups, cause analysis and proposed solutions.

4 Ensure that information is useful and accessible

- Identify managers' information needs.
- Distinguishing useful information: who, what, where, how?
- Ensure rapid access to paper and electronic information.
- Efficient mailbox management.
- Propose work rules for managers to standardize.

Case study

Case study on information processing.

5 Foster calm and constructive relationships

- Master the keys to successful communication.
- Respond flexibly to different demands.
- Saying no diplomatically.
- Assert yourself in your job and gain confidence.

Role-playing

Role-playing in pairs: using communication tools based on participants' own experience.

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.