Publication date : 08/12/2024

Manager certification course

Practical course - 12d - 84h00 - Ref. KMS
Price : 5350 € E.T.

You're about to take on your new responsibilities as a manager. This certification course will help you understand the challenges and overcome the difficulties associated with your new role. Team motivation, interview and meeting methodology, delegation... Each of the topics covered will enable you to consolidate your managerial skills, clearly define your role and perfect your communication skills.

Teaching objectives

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

- Situate yourself among the different management styles
- Preparing and conducting an operational interview
- Conducting a meeting
- Building a delegation plan
- Express a different point of view or refuse a request
- Expressing reproach or dissatisfaction
- Show recognition and know how to compliment
- Conducting a refocusing interview and conflict resolution
- Conflict resolution

Intended audience

Toutes les personnes exerçant des responsabilités de management et soucieuses d'optimiser leur efficacité managériale et relationnelle, futurs managers.

Prerequisites

Aucun.

Certification

This certification course is validated by a written exam in the form of a case study (see Ref. KXM).

PARTICIPANTS

Toutes les personnes exerçant des responsabilités de management et soucieuses d'optimiser leur efficacité managériale et relationnelle, futurs managers.

PREREQUISITES

Aucun.

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.

Course contents

This course consists of the following modules :

Team management

Ref. MEQ - 2 days ★ 4 / 5

Effectively conducting a meeting

Ref. CRE - 2 days ★ 4 / 5

Optimizing Your Communication

Ref. COM - 3 days ★ 4 / 5

Leading and Motivating Your Team

Ref. MOT - 3 days ★ 4 / 5

Manager certification

Ref. KXM - 0.5 day ★ 3 / 5

Course schedule

1 Team management

- Identify your role as a team manager.
- Motivating management.
- Train to communicate as a team manager.
- Prepare for team leadership.
- Improve your meeting skills.
- Strengthen team cohesion.

Hands-on work

Filmed and debriefed scenarios. Public speaking techniques. Quizzes. Team-building exercises.

2 Conducting effective meetings

- Preparing for a meeting - Before the meeting.
- Group communication - During the meeting.
- Speaking and leading a meeting.
- Leading a meeting.
- Conclude and evaluate - End of meeting.

Hands-on work

Self-assessment test. Case studies. Practical application of adapted behaviors through filmed role-playing.

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.

3 Optimize your communication

- Know the basic principles of communication.
- Know yourself better to communicate better.
- Develop assertive behavior.
- Use non-verbal communication to listen to your interlocutor.
- Speak with ease.
- Sell your ideas.
- Handling delicate situations.
- Choose the best communication channel.

Hands-on work
Numerous exercises and filmed role plays with individual analysis.
Behavioral simulations.

4 Conduct effective operational interviews

- Saying what's wrong without demotivating.
- Getting people to accept a decision without imposing it.
- Negotiate benefits for employees.
- Remotivate an employee.
- Successful conflict resolution.

Hands-on work
Interactive course, filmed scenarios and assessments.

5 Leading and motivating your team

- Set up common references with your team.
- Leading your team.
- Communication skills.
- Successful win-win negotiations.
- Building trust.
- Use the levers of motivation.
- Dare to delegate.
- Build your personal progress action plan.

Hands-on work
Participants will re-enact real-life business situations in front of the camera, which they will analyze to acquire tools that can be used directly in the field.

Dates and locations

REMOTE CLASS
2026 : 23 Apr., 4 May, 18 May, 18 May, 26 May, 4 June, 18 June, 18 June, 23 July, 23 July, 7 Sep., 7 Sep., 10 Sep., 14 Sep., 15 Oct., 22 Oct., 5 Nov., 19 Nov., 19 Nov., 30 Nov., 30 Nov., 17 Dec.

PARIS LA DÉFENSE
2026 : 26 Mar., 23 Apr., 4 May, 18 May, 4 June, 18 June, 23 July, 7 Sep., 14 Sep., 22 Oct., 5 Nov., 19 Nov., 30 Nov., 17 Dec.

LILLE
2026 : 4 June, 7 Sep., 17 Dec.

BRUXELLES
2026 : 18 June, 18 June, 7 Sep., 7 Sep., 30 Nov., 30 Nov.

LUXEMBOURG
2026 : 18 June, 7 Sep., 30 Nov.