

Course : Manager in the health and medical-social sector

good communication practices

Practical course - 3d - 21h00 - Ref. SSM

Price : 1310 € E.T.



Day-to-day life in the healthcare sector is evolving under the pressure of many factors of change, and managers are the key. This training course will enable you to master the main communication techniques needed to get your message across effectively, manage conflicts and improve collective performance.

Teaching objectives

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

- ✓ Develop effective communication adapted to your management context
- ✓ Acquire the skills and tools needed for effective managerial communication
- ✓ Mastering the emotional dimension of communication
- ✓ Communicating in day-to-day management and in difficult situations

Intended audience

All managers: doctors, executives...

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Self-assessment. Case studies aimed at appropriating communication methods. Behavioral scenarios and debriefing.

Teaching methods

Pédagogie participative basée sur les situations professionnelles, les échanges de pratiques, la vidéo.

Course schedule

PARTICIPANTS

All managers: doctors, executives...

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 posture as a "communicating manager".

- Identify your preferred mode of communication.
- Identify your listening style according to Porter's study.
- Increase your potential and identify areas for improvement.
- Measure the impact of managerial communication on work efficiency.
- Identify good managerial communication practices.

Hands-on work

Auto-diagnostic sur son mode préférentiel de communication. Étude de cas de communication interpersonnelle.

2 Optimizing employee communication

- Identify the different types of communicators.
- Identify your employees' needs: Maslow's pyramid.
- Learn the principles of Non-Violent Communication (NVC).
- Practice active listening techniques for effective communication.
- Take non-verbal communication into account.

Hands-on work

Behavioral exercises on active listening and non-violent communication (NVC) techniques. Video: analyzing the semiology of non-verbal communication.

3 Mastering the emotional dimension of managerial communication

- Define the role of emotion in managerial communication.
- Analyze your emotional reactions and those of your colleagues: strengths and main obstacles.
- Understand the messages delivered by emotions to create bonds and communicate better.
- Practice managing emotions on a daily basis.

Hands-on work

Étude de cas sur les émotions et leurs manifestations au travail. Exercice d'ancrage. Jeux de rôles : déchiffrer les émotions et repérer les comportements associés.

4 Communication skills for day-to-day management

- Communicating in difficult situations with the D.E.S.C. tool.
- Saying no.
- Practice reframing interviews and feedback techniques.
- Breaking bad news to a colleague or group.
- Draw up an individual action plan: set objectives and desired results.

Role-playing

Role-playing exercises based on real-life professional scenarios. Group debriefing on behaviors implemented.

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.