

Course : Mastering social dialogue for managers

challenges and change management

Practical course - 2d - 14h00 - Ref. DSO

Price : 1590 CHF E.T.

This training course will enable you to understand the issues linked to social dialogue within the company, anticipate risky situations and better position yourself to manage change in the face of the expectations of staff representatives and employees.

Teaching objectives

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

- ✓ Understand the workings and positions of the various employee representatives
- ✓ Adopt the right attitude and behavior when dealing with your company's elected representatives
- ✓ Building trust with elected representatives to better manage social dialogue
- ✓ Supporting change while taking into account the company's social climate

Intended audience

Managers involved in the preparation and implementation of a project and/or supervising staff with a mandate to represent employees.

Prerequisites

No special knowledge required.

Course schedule

1 The role of the social and economic committee

- Means of action available to CSE representatives.
- The CSE's prerogatives in implementing an organizational project.
- The new role of the health, safety and working conditions committee.
- The different CSE budgets and their obligations.

PARTICIPANTS

Managers involved in the preparation and implementation of a project and/or supervising staff with a mandate to represent employees.

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.

2 Positioning shop stewards

- Understanding different union cultures.
- Anticipating union strategies.
- Analyze the motivations of IRPs.
- Identify the impact of the law on social dialogue 2015.

Group discussion

What attitude should a manager adopt when dealing with an employee who is also an elected representative?

3 Elected representatives' means of intervention

- Supervise the taking of delegation hours.
- Ensure contact with other employees.
- Ensure that the means of intervention are available to support employees.
- Carry out mandatory interviews for elected representatives at the beginning and end of their term of office.

Exercise

Analysis of different situations involving the use of delegation and travel time by elected representatives.

4 The role of social dialogue players in the company

- Identify the roles of internal and external players.
- Manage interventions by external players.
- Understanding the role of management in structuring social dialogue.
- Anticipate the impact of mandatory consultations and negotiations.

Case study

Study of an NAO and work on implementing teleworking.

5 The fundamentals of change management

- Understanding the notion of change and group dynamics.
- Preparing for the different aspects of resistance to change.
- Identify support levers.
- Implement the change project.

Case study

How can we build trust with elected officials?

6 Contribute to social monitoring

- Analyze social climate indicators.
- Understand the manager's role as a [[social sensor]].
- Rely on the manager-management-employee-IRP interface.

Exercise

How can a "little everyday dysfunction" be perceived and become a social irritant?

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.

7 Supporting change

- Identify tricky points.
- Structuring managerial communication.
- Supporting teams.

Role-playing

Announce a project change to an elected official.