

Course : Communicating effectively with management

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

Price : 1610 CHF E.T.

★★★★☆ 4,7 / 5

The employee, whether an expert or a local manager, must form a balanced and homogeneous pair with his or her manager. This course will enable you to reflect on your behavioral practices and adapt your communication to your manager's personality.

Teaching objectives

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

- ✓ Mastering verbal and non-verbal communication
- ✓ Discover your manager's personality style
- ✓ Speaking up in meetings
- ✓ Arguing to get your point across
- ✓ Coping with difficult situations

Intended audience

Anyone wishing to optimize communication with their manager.

Prerequisites

No special knowledge required.

Practical details

Exercise

Individual reflection exercises, self-diagnosis, behavioral role-playing exercises with group debriefing. Interactive discussions.

Course schedule

PARTICIPANTS

Anyone wishing to optimize communication with their manager.

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 Knowing yourself to communicate better

- Evaluate your level of assertiveness with your manager.
- Promote assertiveness and reduce passive, aggressive and manipulative postures.
- Take stock of your own strengths.
- Take stock of areas for improvement in verbal and non-verbal communication: voice, tone, gestures, postures.

Exercise

Determine your own level of assertiveness using a questionnaire.

2 Getting to know your manager better

- Discover your manager's dominant personality style through colors.
- Know what motivates your N+: challenge, rationality, novelty, opinion.
- Understand why your manager is under stress: positioning, situations, personal issues.
- Decipher your manager's feelings by analyzing his communication: key words, non-verbal attitude.

Exercise

Analysis of non-verbal language and assessment of personality types by diagnosing your dominant type and that of your manager.

3 Speaking up in team meetings

- Manage stage fright and control your own stress.
- Dare to assert yourself so that you can speak up.
- Know how to build on the previous presentation and position yourself to begin speaking.
- Getting your speech off to a good start: convincing, using the right words.

Exercise

Each participant takes a turn in role-playing, identifying strengths and specific areas for improvement.

4 Selling your ideas

- Set a clear, concrete and appropriate objective.
- Determine the right time to make a proposal.
- Organize your ideas and prioritize your arguments.
- Drawing up a plan, knowing which concepts your manager will be most receptive to.
- Formulate improvement requests accompanied by an action plan.

Exercise

Cases to discover the best statement structure, usable arguments and personalized debriefing.

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.

5 Dealing with tricky situations

- Identify different types of disagreement: misunderstandings, conflicts of interest, personal problems.
- Say no to excessive demands and make counter-proposals.
- Accepting criticism: distinguishing between person and function.
- Understand the specific emotional dimension of employee/manager exchanges.

Exercise

Role-playing based on real-life professional situations, followed by individual analysis. Presentation of conflict management techniques.

Dates and locations

REMOTE CLASS

2026 : 11 June, 22 Oct.