

Course : Conduct effective operational interviews

Practical course - 2d - 14h00 - Ref. REM
Price : 1590 CHF E.T.

To conduct effective, synthetic operational interviews, you need to know how to listen and dare to say, how to get people to accept decisions and remind them of objectives, while negotiating benefits and managing conflicts. This course will enable you to consolidate your managerial skills in all these areas.

Teaching objectives

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

- ✓ Applying the basic rules of effective feedback
- ✓ Negotiating and selling your ideas in interviews
- ✓ Announcing a difficult decision
- ✓ Remotivating an employee during an interview
- ✓ Mediating your way out of conflict

Intended audience

Managers. Team leaders.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Interactive course, role-playing and assessments.

Course schedule

1 Say what's wrong without losing motivation

- Establish a dynamic that maintains motivation.
- Apply the basic rules of effective feedback.
- Understand employee needs and expectations.
- Implement a progress and action plan.

Hands-on work

Reflection in sub-groups on the tools for a successful face-to-face interview.
Role-playing. Debriefing and identification of difficulties encountered.

PARTICIPANTS

Managers. Team leaders.

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.

2 Getting people to accept a decision without imposing

- Be clear and precise.
- Adopt a firm tone without aggression.
- Ensure employee commitment.

Hands-on work

Role-playing based on the participants' professional reality. Debriefing and identification of difficulties encountered. Synthesis on the effective conduct of a reframing interview.

3 Negotiating benefits for employees

- Salary increases, bonuses, additional resources...
- Set and stick to your goals.
- Argument to convince.
- Defusing crisis situations.

Hands-on work

Role-playing "learn to negotiate and sell your ideas". Debriefing of situations. Synthesis of best practices.

4 Announcing a difficult decision

- Go straight to the subject and the decision announcement.
- Explain your decision.
- Draw up an action plan.

Hands-on work

Role-playing. Debriefing on behavior and message content. Synthesis of best practices.

5 Remotivating an employee

- Avoid frontal, personal attacks.
- Fostering confidence. Enhancing skills.
- Show empathy.
- Identify sticking points.
- Set short-term objectives.

Hands-on work

Role-playing "how to motivate an employee". Debriefing and synthesis of best practices.

6 Successful conflict resolution

- Mediating your way out of conflict.
- Setting the scene. Facilitate exchange.
- Managing speaking. Synthesize.
- Identify points of agreement and disagreement.
- Facilitate solution selection.

Hands-on work

Role-playing and debriefing to help you master the mediation process.

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.

Dates and locations

REMOTE CLASS

2026 : 2 Apr., 4 June, 17 Sep., 30 Nov.