

# Course : Trainer: managing difficult interpersonal situations

*Practical course - 1d - 7h00 - Ref. FDK*

*Price : 740 € E.T.*

It is essential for any trainer to understand the dynamics of a group of participants, to adapt his or her teaching methods to the audience, to deal with difficult situations and overcome any resistance.

## Teaching objectives

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

- ✓ Identifying the elements of group dynamics
- ✓ Leading training participants
- ✓ Adapt activities to learning profiles
- ✓ Handling delicate situations
- ✓ Overcoming resistance to change through appropriate techniques

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Case studies, role-playing followed by group debriefing, exchanges, feedback, sharing of best practices.

### Teaching methods

Active teaching.

## Course schedule

## PARTICIPANTS

### 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 Identifying the trainer's role and the different types of animation

- What is a trainer?
- What are its roles?
- Differences between andragogy and pedagogy.
- Different animation techniques.
- Various teaching aids and tools.

### Group discussion

Group discussions on the trainer's role and the specificities of adult training. Identify facilitation techniques to develop positive group dynamics.

## 2 Understand group dynamics and identify learning profiles

- Identify the five stages in the life of a group.
- Create a positive group dynamic.
- Apply rules of conduct to the group.
- Identifying trainer errors.
- Know the four phases of learning.
- Adapt activities to learning profiles.

### Group discussion

In sub-groups, identify group management errors in training: analyze the causes, propose appropriate responses. Discussions after viewing an explanatory video.

## 3 Understanding and dealing with resistance to change

- Identify the causes of resistance to change.
- Use change as a factor for progress.
- Dealing with reluctance, overcoming misunderstandings and defending change.
- Identify signs of blockage.
- Reframe exchanges.
- Responding to tough questions and criticism.
- Stimulate motivation.
- Asserting yourself using the DESC method.

### Group discussion

Exchange and share experiences. Applying the DESC method to a specific situation. Analysis and discussion.

## 4 The keys to motivation and commitment in training

- Identify the right needs.
- Learn how to give good feedback.
- Introduce role-playing and simulation into training.

### Exercise

Identify the sources of motivation in training and the qualities of the trainer. Use all the keys discovered during the day and apply them to a challenging situation.

### 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 : 1 Apr., 26 June, 9 Oct., 27 Nov.

### PARIS LA DÉFENSE

2026 : 1 Apr., 26 June, 9 Oct., 27 Nov.