

# Course : Managers, boost your teams' commitment with Motivational Interviewing ©.

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

Price : 1590 CHF E.T.

 4,6 / 5

L'équilibre du manager, c'est être à la fois dans une position collaborative et à la fois moteur du changement. L'Entretien Motivationnel© (EM) est une méthode communicationnelle faite pour l'accompagner dans cet équilibre complexe. Elle favorise la motivation et l'engagement de toute l'équipe grâce à des échanges constructifs favorisés par une écoute approfondie et un accompagnement au changement. Cette formation permettra aux managers d'acquérir des outils pratiques et fiables pour améliorer leurs situations de communication et créer ainsi un réel partenariat avec leurs collaborateurs.

## Teaching objectives

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

- ✓ Understand your relational biases and identify the benefits of empathic and motivational communication
- ✓ Triggering motivation through the acquisition of a motivational managerial posture
- ✓ Integrate the five key relational tools of Motivational Interviewing© and put them to good use in the relationship
- ✓ Listen intentionally and overcome resistance to change
- ✓ Identify a target for change in your relationship with each employee and plan the steps for success

## Intended audience

Managers, team leaders, project managers, coordinators.

## Prerequisites

No special knowledge required.

### PARTICIPANTS

Managers, team leaders, project managers, coordinators.

### 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.

## Practical details

### Hands-on work

Self-analysis of managerial posture, collective reflection, practical workshops on the operational application of the Motivational Interviewing© method, role-playing of managerial interviews with debriefing and individualized analysis.

### Teaching methods

Active, experiential teaching.

## Course schedule

### 1 Understanding the challenges of person-centered motivational communication

- Learn about the origins of person-centered EM.
- Identify your biases and relational habits.
- Differentiate between a directive and a guiding posture.
- Identify the concepts of empathy and altruism as major managerial levers.

#### Hands-on work

Shared reflection on relational biases and their impact on communication.

### 2 Triggering a motivational managerial posture

- Adopt a people-centered management style.
- Encourage employee autonomy.
- Explore the congruence of communication modalities.
- Identify crisis situations and transform them into learning situations.
- Understand how to enter into relationships using the relational postures of transactional analysis.

#### Hands-on work

Self-analysis of your managerial posture using the Relational Postures tool.

### 3 Integrate EM communication tools into your communication with employees

- Sharing information without imposing: the "DDPD" (Ask to add, Share, Ask to appropriate).
- Recognize and value employee experience.
- Transform active listening into reflective listening for a relationship of trust and commitment.
- Know how to ask open-ended questions using the "DCRB" (Desires, Abilities, Reasons, Needs) tool.
- Measure each employee's experience and progress using scales.

#### Hands-on work

Workshops for sharing and putting into practice the five major tools of EM.

### 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](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

#### 4 Listen accurately and intentionally to what the speaker has to say

- Identify obstacles to listening.
- Distinguish between talk of maintenance and talk of change.
- Move from active to reflective listening in guidance.
- Understand the three levels of listening: facts and verbal, emotions and non-verbal, assumptions and values.
- Detect and understand the implicit in the employee's discourse to facilitate confident expression.

##### **Hands-on work**

Putting the three listening levels into practice.

#### 5 Structure your employee interview with a win-win process

- Create an understanding to lay the foundations for an interview.
- Focusing on a target for change in equitable partnership.
- Know how to motivate employees.
- Plan milestones and mutual commitments.

##### **Hands-on work**

Simulate the start of an interview and learn how to enter into a relationship and focus on a target for change.

#### 6 Integrating Motivational Interviewing© into your communication

##### **strategy**

- Set up and introduce a Motivational Interview©.
- Adopt the various EM techniques that will enable a guiding attitude.
- Experience the different situations possible during a Motivational Interview©.
- Conclude on actions to be taken and mutual commitments.

##### **Hands-on work**

Role-playing an individual managerial interview with integration of the posture, tools and structure of a Motivational Interview©. Collective feedback.