

# Course : Managing a local team: tools, posture and performance, certification

RS6730

Practical course - 3d - 21h00 - Ref. MPH

Price : 2570 CHF E.T.

NEW

This training course helps you to implement a proximity management strategy that makes the most of in-house talent. It enables you to acquire the key skills of your employees, and offers a wide range of tools to build loyalty and stimulate motivation.

## Teaching objectives

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

- ✓ Set clear, motivating objectives in line with department strategy
- ✓ Organize team activities, taking into account specific skills, constraints and needs
- ✓ Adapt your management style to situations and employee profiles
- ✓ Conduct effective meetings and interviews to maintain constructive communication
- ✓ Collaborate with other departments using shared tools to streamline exchanges
- ✓ Manage conflict by adopting a constructive stance and using appropriate resolution techniques

## Intended audience

Professionals who are likely to move into managerial positions.

## Prerequisites

Business expertise in a given department, with at least one year's professional experience.

### PARTICIPANTS

Professionals who are likely to move into managerial positions.

### PREREQUISITES

Business expertise in a given department, with at least one year's professional experience.

### 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.

## Certification

The certification is organized with our partner EXCELLENS and recognized by France Compétences. It is based on the writing of a report, to be designed asynchronously and presented orally to the assessment panel within two months, on the recent transition of a business professional to managerial functions. The oral presentation lasts one hour, with twenty minutes devoted to the presentation of the course report. Twenty-five minutes will then be devoted to discussion with the jury: understanding and analysis of the context, choice of managerial techniques and methods. Finally, there will be a 15-minute question and answer session with the jury.

### Remote certifications

[See the certifier's official documentation](#) for the list of prerequisites for completing the online certification exam.

## Practical details

### Hands-on work

Active, inductive teaching methods, combining discussion and practical exercises.

## Course schedule

### 1 Define clear, motivating objectives

- Setting a SMART objective.
- Alignment with strategic objectives.
- Involve employees in setting objectives.

#### Case study

Set individual and collective objectives in line with departmental goals.

### 2 Plan and organize team activities

- Distribution of roles and delegation.
- Taking into account individual skills and constraints.
- Planning and monitoring tools.
- Accessibility and adaptation of working conditions.

#### Hands-on work

Allocate tasks according to skills, availability and constraints (including disabilities).

### 3 Adapting your management style

- Management style self-diagnosis.
- Empathy and active listening.
- Personalized sales pitch.
- DESC method for dealing with objections.

#### Role-playing

Rephrasing and questioning exercises.

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

## 4 Conduct effective meetings and interviews

- Preparing and conducting one-to-one interviews.
- Monitoring progress and results.
- Active listening and reformulation
- Use of perception filters.

### Role-playing

Maintenir une communication régulière et constructive avec les collaborateurs.

## 5 Collaborate with other departments

- Job descriptions, skills grids, HR tools.
- Transmission of useful information.
- Cooperation with HR, management, other teams.

### Group discussion

Use shared tools to facilitate interdepartmental communication.

## 6 Manage team performance

- Monitoring indicators and dashboards.
- Constructive feedback.
- Individual and collective action plans.

### Hands-on work

Dashboard construction workshop

## 7 Managing tensions and conflicts

- Origins and escalation of conflicts.
- Managing emotions.
- DESC method applied to conflict resolution.
- Mediation techniques.

### Role-playing

Identify tensions and use appropriate resolution techniques.

## Dates and locations

### REMOTE CLASS

2026: 31 Mar., 22 June, 5 Oct., 14 Dec.