

IFF TV 10/ EN

MANAGER DIMENSION



TARGET AUDIENCE

- Operational or functional manager accessing for the first time a managerial function (recommended within 6 months of taking up the position).
- Managers already in position with a desire to progress.



GOALS

Learn the fundamentals of management by acquiring the basic skills of management in its different dimensions.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

Stimulating interactive videos via a web platform before and after the face-to-face, active and offbeat pedagogy, scenarios, comparison of practices with peers from other entities or other companies (SNCF, ONCF), time to reflect on practices, construction of an action plan, learning anchoring by digital capsules every month for a year after the training.



DURATION: 4,5 DAYS



PROGRAM

Understand my mission as manager: Managerial values, delegate / consult, communicate a difficult decision, identify your management style, recognize, prioritize and take ownership / communicate the strategy.

Manage and develop my collaborators: Manage availability, listen, face criticism, objections and aggressions, conduct a development interview, criticize and motivate.

Manage and develop my team: Foster cooperation and team spirit, reframe, negotiate on a daily basis, and act upwards.

Dealing with complex situations: Understanding and identifying stress, managing a conflict, and supporting change.

Integrate interculturality and diversity in my management: Enter different worlds and learn to decode the rules, identify sources of misunderstanding and transform them in wealth.

• **Level 2 assessment:** Skills assessment acquired at the end of training ➔ No