

TEAM LEADERS : MANAGING HUMAN RESOURCES



TARGET AUDIENCE

Sales supervisors in post.



GOALS

Manage the components of station and train personnel management by ensuring the respect and conformity of procedures in order to optimize production.



PREREQUISITES

Have held the position of sales train agent.



EDUCATIONAL MODALITIES

Exercises, scenarios, case studies, exchanges of experience and business practices.



PROGRAM

- Know your work organization
- Identify the different aspects of human resources management (staff status, leave, sickness, rest ...)
- Apply station and crew staff procedures and seek to optimize production (work regulations for rolling staff and sedentary staff, set up a rotation of rolling staff, etc.)
- Know the performance evaluation system
- Understand the general principles of social dynamics (employee representation, process of electing employee representatives, etc.)



DURATION: 4,5 Days