



SHARING
EXCELLENCE

TRAINING CATALOG

VOLUME 9

CROSS TRAINING

2021 Edition

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BIRTH OF IFF

ONCF and SNCF, engaged in a **sustainable partnership**, have enabled the successful operation of **the first high-speed link of the African continent**.

April 2013

Final MOU for the creation of the IFF

March 30, 2015

First training sessions



October 2007

Intergovernmental agreement for the creation of the Tanger-Casablanca LGV.



September 2011

Preliminary MOU for the Establishment of the IFF



From this partnership, serving the success of the high-speed line, was born the railway Training Institute (IFF), which had the privilege of being entrusted with **the training of the operators of the high speed**.

The Institute's vocation is to be **a reference player in rail training**. It offers an extensive catalogue of all the skills that are useful for conventional or **high speed rail operations**, as well as **rail freight** and **logistics**, but also available for **urban and peri-urban transport**.

The trainings provided by IFF aim for **excellence** and are intended for the employees of the rail and guided transport actors.

MISSIONS AND VALUES

Four values guide our action : **Customer orientation, Sharing, Excellence and respect.**

We have defined them jointly with our trainers and referents, which provide training and share their expertise under this spirit.

Their concrete realization is the focus of our attention.



GET TRAINED AT IFF

Rabat, capital of Morocco is the great political and administrative center of the country, where the royal palace, government authorities and embassies are located.

Rabat is also a commercial and industrial city where tourism and local crafts play a major economic role.

Located in the north of the country, on the **Atlantic coast**, on the left bank of the mouth of the **Bouregreg** and facing the city of Salé, Rabat is a capital where life is good.

It has been the seat of Mohammed V University and several cultural and educational institutes, such as **IFF since 2015**.



Mediterranean climate

- Average maximum temperature: 21.9 °C
- Average minimum temperature: 12.5 °C



Official languages

- Arab
- Amazigh

Spoken language

- French



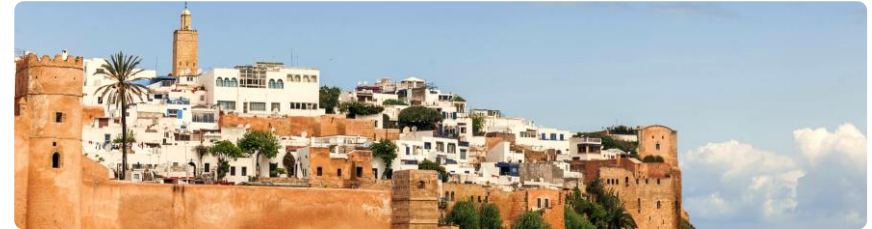
Currency

- Moroccan Dirham (MAD)



Landmarks

- Tour Hassan
- Kasbah of Oudayas
- Chellah
- The National Library
- The National Theater
- Etc.



Kasbah of Oudayas



Rabat downtown

GET TRAINED AT IFF

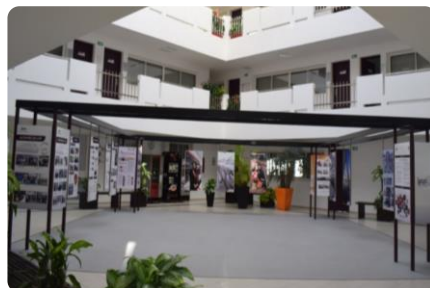


An ideal geographical location

Located in the very heart of the **Agdal district** in Rabat, the Railway Training Institute (IFF) is a 5-minute walk from the **Rabat-Agdal train station**.

The area is also well served by public transport:

- **Tramway**, Avenue de France station
- Various lines of **buses and taxis**



Educational resources

Covering an area of **3 000 sqm**, IFF has been designed to offer its trainees a warm welcome and a work environment conducive to learning:

- **18 training rooms** including 8 equipped with interactive digital boards (**TNI**) spread over 2 floors
- **7 practical work rooms** with **educational models**
- **A multifunctional driving simulator** composed of:

- 6 independent driving cabins
- 2 instructor positions
- 1 observer post

It makes it possible to reproduce the driving consoles of several machines in various configurations, such as:

- **E1400 ONCF locomotive** (ALSTOM Prima II locomotive) in Freight or Passenger configuration
- **Electric Multiple Unit (TSR - ANSALDO BRED A)** in single or double unit
- **High speed Train (Alstom Avelia – Euroduplex)** in single and double configuration

- **A wifi connection** available to all trainees
- **A restaurant area** completely renovated in 2019

THEY RECOMMEND OUR TRAINING

Jean Robert AVATOLI – Railway HRD At SETRAG (Gabon)

«I The training modules provided and the modern teaching methods make the IFF a suitable environment for developing excellence skills. »

Abdoul Aziz DIOP– Engineer - Project manager at ANCF - Senegal

«This institute has allowed us to have a global vision regarding training in the railway sector and we believe that Senegal, ONCF and IFF will in the future be able to establish a collaboration to train railway workers in Senegal. »



Ahmed BENSaid –Stationmaster at ONCF

«On behalf of our 2019 stationmaster promotion, I would like to thank IFF for the efforts that allowed us to have a good time at the institute. This training took place in good conditions thanks to the magnificent instructors and to the IFF staff.»

Houria BENNI SADOUKI – Training manager at SNCF (France)

« As a sponsor of this new learning journey, I could see that beyond the theme, this group work allows participants a real collective work which develops their listening, analysis and synthesis skills and offers the opportunity to discover a multicultural working environment. The support and methodology of the training coach make it easier to step back and make this experience a real moment of personal development. »

Christian MAGNI – Assistant Director of SETRAG (Gabon)

«I was pleased to spend two training months at IFF to acquire knowledge in rail exploitation field. Thanks to this training, I've been appointed Assistant to the CEO of SETRAG. »

* All the modules we offer are systematically subject to a trainee satisfaction test.

THEY TRUST US



MANAGEMENT HEADWORD



Represented by
Mr Karim Eddine CHENNOUF



**Chairman of the
Management Board**



Represented by
Mr Christophe MARTIN



**General
Manager**



IFF is a limited company registered under the Moroccan law, with a Management Board and a Supervisory Council, held at parity by ONCF and SNCF

THE RAILWAY TRAINING INSTITUTE SHARING EXCELLENCE

The Railway Training Institute (IFF) opened its doors on March 30, 2015 in Rabat.

Co-developed by SNCF and ONCF, our training courses – more than a hundred - aim to be **innovative**. They are led by the **best specialists** from both companies, as well as by **selected partners**.

From the first months, the commitment of the shareholders and the entire team were able to make the institute a success.

Thus, since 2015, nearly **6.000 trainees yearly**, mainly from SNCF and ONCF, benefit from our training.

In 2017-2018, **more than 17.000 training days** were dedicated to preparing the operation of **high-speed line** in Morocco.

The year 2020 marked a new stage through the development of **distance learning** (virtual classes), thus constituting the first phase of a digitizing content process.

An **85% satisfaction rate** expressed by interns illustrates the ambition for excellence that drives us. These results are shared with limited partners who trust IFF.

Since its creation, IFF has been able to attract the confidence of new operators from **France, Spain, Morocco** in addition to some **West African countries**, in particular **Gabon, Senegal and Ivory-Coast**, by relying on its know-how to develop adapted training.

We are extremely proud of this confidence and the achieved results.

TRAINING FORMS

CROSS TRAINING

Cross-functional training allows trainees to individually manage their employees (feedback, listening, motivation, etc.), to coordinate and lead their teams (choice of priorities, cooperation, meetings, negotiations, etc.), to act as a relay between management and agents (communication of the strategy...), managing difficult situations (reframing, stress, conflicts...) but also clarifying and consolidating one's position as manager within one's environment or even understanding and using visual management tools.

An innovative educational approach of the Blended Learning type will be implemented through digital modules, in the classroom and digital micro modules promoting anchoring after training.

IFF TV 103 /EN

TEAM LEADER DIMENSIONS



TARGET AUDIENCE

- Operational manager of a team entering a managerial function for the first time (recommended within 6 months of taking up the position);
- team leader already in place with a desire to progress.



GOALS

- Train in the fundamentals of local management by acquiring the basic skills of team management in its various dimensions.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

Active and offbeat teaching, real life scenarios for participants, practical cases and use of visual management.



DURATION: 2 DAYS



PROGRAM

- ME AS A TEAM LEADER: Understand what a team is, what it means to "manage" a team and identify "management" styles;
- LEADING A TEAM: Being successful together, the pillars of team spirit, knowing how to communicate and lead your team. Knowing how to bring about change.
- CONTRIBUTE TO THE DEVELOPMENT OF AGENTS: Diagnose, support and motivate employees, detect weak signals and act accordingly.
- CONTRIBUTE TO EVERYDAY MANAGEMENT: Identify your role in the global chain, work on interfaces and manage your team on a daily basis.
- KNOW HOW TO DEAL WITH DIFFICULT SITUATIONS: Rely on peers to better prepare and act in complex situations, prevent and manage conflicts and identify and act on the sources of conflict.

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

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

IFF TV 101 / EN

FROM MANAGER TO LEADER



TARGET AUDIENCE

All operational and functional managers at the first level of management, with at least 1 year of managerial experience, with a desire to progress in their leadership.



GOALS

- Clarify and affirm his position as a manager within his environment, by nature multiple and complex.
- Develop room for maneuver with its team and partners.



PREREQUISITES

Have benefited from the TV10 Dimensions Manager training, at least 4 months before the TV101 From manager to leader training.



EDUCATIONAL MODALITIES

- Active and offbeat pedagogy, scenarios, trainings, behavioral tests to get to know yourself better as a leader and to know others better.
- Exchanges between peers, co-development, Individual reflection time, construction of an action plan.



DURATION: 4,5 DAYS



PROGRAM

- Identify and develop the social capital of its organization, in the service of the implementation of the strategy;
- Master the fundamentals of change management and its support;
- Appropriate your own leadership style, in line with the context;
- Be able to exert influence by mastering the different modes of influence: mediator, negotiator, facilitator, arbitrator, etc.
- Develop your interpersonal efficiency;
- Develop your ability to contain and deal with conflictuality.

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ No

IFF TV 11/ EN

LEADERSHIP DIMENSIONS



TARGET AUDIENCE

All operational or functional executives managing managers.



GOALS

- Clarify and strengthen the manager position within his/her environment, multiple and complex by nature
- Develop flexibility with his/ her teams and partners, by integrating the intercultural dimension / diversity of management on the basis of the mix of companies and countries.



EDUCATIONAL MODALITIES

Active and offbeat pedagogy, scenarios, trainings, behavior tests to get to know yourself better as a leader and to know others better, exchange between peers, co-development, time for individual thinking/reflection and construction of an action plan.



PREREQUISITES

Have followed Dimensions Manager or have significant managerial experience. (5 years)



PROGRAM

- Give meaning and coherence to strategic action (by clarifying corporate vision and expected collective progress)
- Integrate change into strategic analysis, projects and daily action
- Assimilate the role of social capital in the implementation of the strategy, act to create it, strengthen it and experiment with different modes of influence
- Getting through and dealing with conflicts and crises
- Know yourself better as a leader, to draw on your own talents and exercise your role



DURATION: 4,5 Days

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ No

IFF TV 15 / EN

COMMUNICATE WITH IMPACT



TARGET AUDIENCE

Managers and non managers.



GOALS

- Speak with impact during public interventions (conference, speech, ...)
- Intervene effectively in meetings, with your team or in front of top managers
- Exchange in a structured way with an audience and keep control of the debates.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

- A rhythmic, fun and interactive training of two days, with a maximum of practices
- Permanent attention paid to the Head / Heart / Body complementarity
- A personalized development path through continuous self-assessment and work on its progress points.



PROGRAM

- **Head - Heart - Body:** Their role and their complementarity
- **Feedback**
- **How to start?**
- **The non-verbal**
- **The different plans that can be used to communicate**
- **Intentions / emotions**
- **Stage fright, stress: Managing your emotions by mobilizing your body, your voice**
- **Interact with an audience and manage objections**
- A personal action plan is constructed, as well as a half-day of training (a few weeks after the training on the subjects to be worked on) completes the two days.



DURATION: 2,5 DAYS

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ No

MANAGING YOUR PROFESSIONAL RELATIONS

Even difficult relationships



TARGET AUDIENCE

Managers and non managers.



GOALS

- Understand what a professional relationship is
- Characterize / assess the quality of my professional relationships
- Know myself better and better understand the other in the relationship
- Knowing how to mobilize the levers to improve my professional relationships, even difficult ones, including NVC
- Manage my emotions in the relationship.



PREREQUISITES

TV 15 Training, Communicate with Impact, to mobilize the knowledge acquired during the scenarios.



EDUCATIONAL MODALITIES

- A rhythmic and interactive training with a maximum of practice (Forum theater)
- Diagnostic work and action plan on real professional relationships
- Memo sheets distributed during the training
- Ludopedagogy: progression by levels
- E-learning upstream of training.



PROGRAM

- **A relationship, my relationships:**
Satisfying relationship
State of play and tools to improve my relationships.
The 6 states of the relationship.
- **Knowing myself and the others better**
Managing my emotions in a relationship - Thomas Gordon
Toxic personalities (In e-learning)
- **Non-Violent Communication** for quality relationships
- **The laboratory to improve my professional relations:** Forum theater



DURATION: 2 DAYS

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

IFF TV 07 / EN

LEARNING EXPEDITION



TARGET AUDIENCE

Managers hired or promoted for about 3 years.



GOALS

- Develop through an overall vision of trades, other sectors and other companies;
- Learn from a sponsor to observe, synthesize and orient on the basis of the orientations.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

- Learning Expedition, company visits, sub-group work, diagnosis, presentation and discussions with a high-level sponsor.



PROGRAM

- Discuss with sponsors to understand the issues to be addressed in the context of the Learning expedition;
- Prepare company visits, work in groups, understand continuous improvement processes;
- Benchmarking: Exchanging with company representatives to understand the solutions implemented in relation to the issues;
- Present to sponsors the understanding and lessons of benchmarks, propose orientations;
- Examples of themes: Innovation, digital business, management of high potentials, management of organizational change, marketing of services, logistics ...;
- Identify the different factors influencing decision making.



DURATION: 4,5 DAYS

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ **No**

IFF TV 12 / EN

SAFETY MANAGEMENT SYSTEM



TARGET AUDIENCE

Production or functional technicians and or managers.



GOALS

- Appropriating the principles, methods, tools and new approaches to security management as applied within ONCF and SNCF;
- Ensuring the management, operational and adapted implementation of a safety management system as well as its improvement.



PREREQUISITES

Knowledge of rail safety references; management of safety related actions.



EDUCATIONAL MODALITIES

Videos, exercises, brainstorming, interactive method, and scenario.



DURATION: 4,5 DAYS



PROGRAM

Principles :

Achieve safely, Use systemic analysis, Proactive approach, Positive culture, organizational and human factors approach, Responsibilities and powers, leadership.

Process :

Define security policy, Manage safety , Master documentation, Hazard identification and risk management
Enrich the rail safety PMBOK, Make inquiries, Carry out controls and inspections, Monitor safety, Audit safety, Designing and implementing action plans.

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ Yes

SAFETY MANAGEMENT WITHIN A RAILWAY FACILITY



TARGET AUDIENCE

Operational entities leaders and executives.



GOALS

- Allow operational managers to fully implement and effectively manage the safety as prescribed by the safety management system within their entity
- Be in the safety management chain in their facility
- Drive the safety management of their entity
- Evaluate the risks and level of safety of their entity
- Define corrective actions and ensure their implementation
- Implement the tools described in the SMS



EDUCATIONAL MODALITIES

Numerous concrete exercises to stimulate individual and collective thinking at the end or at the beginning of each sequence.



DURATION: 4,5 Days



PREREQUISITES

Having completed the IFF TV 12 Management of railway safety training.



PROGRAM

- The Railway Safety Management System
- The principles and essential elements of SMS
- Role, missions and responsibilities of an entity manager in SMS
- Evaluation and management of major safety risks of an entity
- Diagnosing the safety level of an entity
- Development and implementation of an action plan
- Methods and tools for driving action plan tools for structured problem solving
- Feedback



• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ Yes

SUSTAINABLE DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY



TARGET AUDIENCE

Executives and managers.



GOALS

- Understand the context of CSR with articulation between emerging countries and developed countries
- Understand the meaning of Moroccan initiatives and the scope of international regulations and their impact on Moroccan organizations
- Immersion in sustainability methodologies to mobilize business teams through active pedagogy for the appropriation of normative content, each according to their profession
- In groups, participants will carry out an assessment of the maturity of the CSR approach according to ISO 26000
- Deepening of the extra-financial issues of the rail sector and establishment of performance indicators.



EDUCATIONAL MODALITIES

Presentations, sustainability tools, in-depth explanations based on surveys, polls and consulting ...



DURATION: 2 Days

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➡ **No**



PREREQUISITES

None.



PROGRAM

- CSR: Why and How? Genesis and development
- The main instruments of CSR / the vocabulary of CSR
- The specificities of CSR: stakeholder dialogue. Identify, prioritize stakeholders; Why and how to engage them?
- Global Compact and Duty of Vigilance - European directives, OECD, SDGs;
- The regulatory shift in Morocco;
- The standards of the "Global reporting Initiative";
- ISO26000 standardization - CSR in performance logic
- Exploration of the AA1000 standard and its impact on rail professions;
- The philosophy of integrated reporting (capital transformation)
- The materiality study process: presentation and study of a practical case;
- Discovery of an online tool dedicated to materiality.

IFF TV 104 /EN

FIRST AID AND FIRE-FIGHTING



TARGET AUDIENCE

Station managers, section heads, station and train passenger sales managers, branch managers.



GOALS

- To better understand situations that could endanger the public, by learning the basics of first fire intervention, evacuation and thinking about the most appropriate means of prevention in the establishment.
- To make each citizen capable of being the first actor in the relief chain by learning the essential actions to intervene in the event of an accident.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

Fire Safety: Extinguishing exercises on real fires with different types of extinguishers (water spray, powder, CO2).

First Aid: Different staging on Adult, Child and Infant mannequins.



PROGRAM

Fire safety :

- React quickly and effectively to get to a safe place in the event of a fire
- Familiarize the occupants with the use of the various evacuation routes
- Facilitate the intervention of the emergency services in case of fire
- Test the validity of the fire instructions
- Learn to handle the first extinctions means

First aid:

- Ensure immediate, suitable and permanent protection for oneself, the victim and other people from surrounding dangers
- Immediately carry out first aid measures in front of a person
- Know the safety instructions: Alarms, intervention, evacuation
- Define the actions to be carried out to eliminate the identified danger



DURATION: 2 DAYS



• **Level 2 assessment:** Skills assessment acquired at the end of training ➡ **Yes**

CONTACT US



ACCESS MAP



Ibn Sina Avenue - AGDAL Rabat, Maroc
GPS Geolocation : 34°00' 00.59"N 06°51'05.57"W



TAILOR MADE TRAININGS

Are you looking for **a training adapted to your needs?**
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TRAINING SCHEDULES

Monday to Friday : **8:30 am-5:00 pm**
Closed on weekends.



REMOTELY

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