



# Communicating in managerial situations

Enabling managers to gain a better understanding of their communication, how to use it and how to practise it

## Objectives:

- Positioning yourself as a local manager
- Understanding and adapting to the personalities of your team
- Leading productive and structured team meetings
- Develop influential and assertive communication skills when leading meetings
- Giving meaning by motivating and helping the team to grow

## Contents:

### The challenges of committed communication

- Discover the dimensions of oral communication through practice

### How to present yourself to an employee and a team

- Identify the areas that define the manager's orientations
- Identifying the levers to put forward during an initial meeting

### Listening to non-verbal as well as verbal communication

- Observe the signs expressed by a given employee

### Managing difficult situations

- Experiencing a delicate situation with an employee/team
- Speaking out on sensitive issues

### Signs of recognition

- Raising awareness of the importance of giving feedback to employees
- Try it out and see the effects

### The 5 needs of managers and employees

- Identify needs according to your position (manager or employee)

### The team meeting

- Understanding the rules and objectives associated with productive team meetings.
- Which meeting for which situation?

**Duration:** 2 and a half days

**Audience and prerequisites:** All audiences - no prerequisites

**Price:** Upon request

## Quilotoa learning method:

Based on theatrical techniques, active and practical, it aims to give each participant the autonomy that is essential for lasting progress. Theoretical points of reference, passed on interactively, complement the practical exercises to help participants grasp the material.

## Assessment:

**Ongoing assessment:** as the course progresses, during the various simulations.

**At the end of the course:** on a summary exercise.

**After the course:** via an online form.

## People with disabilities:

Our head office welcomes people with reduced mobility. For further information, please contact our disability officer : [n.barbey@quilotoagroup.com](mailto:n.barbey@quilotoagroup.com)