Soft skills

Being an Approachable Manager

A half day so that your teams come to you in time, even with bad news. Participants identify what in their diary, attitude or reactions discourages employees from approaching them, organise their time on the shop floor and their availability slots, and learn to receive an alert without punishing it. The aim: to be reachable without being interrupted all the time.

Duration : 0.5 day

Objectives

1. Identify the signals that make a manager unapproachable: a packed diary, sharp reactions, absence from the shop floor
2. Organise your availability: time on the shop floor, open slots, rules for contacting you
3. Receive an alert or bad news in a way that encourages further reports
4. Balance approachability with protecting your time for deep work
5. Build your approachability commitments for your team, including shift-based or itinerant teams

Programme

Half day

• Why employees do not come: fear of disturbing, a past reaction, hierarchical distance, staggered hours

• Self-assessment: your own signals of approachability and unapproachability

• Organising your presence: shop-floor rounds, short team meetings, open slots, a channel reserved for emergencies

• Receiving bad news: listen, thank, deal with it, go back to the person

• Workshop: a personal approachability charter to present to your team

Teaching methods

• Approachability self-assessment, supplemented if desired by a short anonymous questionnaire completed by the team before the session

• Role plays: an operator reports a mistake they made, a technician interrupts a meeting for an emergency

• Cases of 3×8 shift teams, multi-site operations and itinerant sales staff

• Discussions between managers about their practices

• A personal approachability charter given to each participant

Assessment and documents

Knowledge test at the end of the half day and post-training evaluation at D+1. Numbered certificate verifiable online for each participant; training report given to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

A 360° assessment (Qualtivate) before and after the session can measure how the team's perception of approachability has changed. To go further in the relationship with the team, see "Building Trust in Your Team".

Practical information

Duration	0.5 day
Audience	Managers, team leaders, supervisors and department heads
Prerequisites	Manage a team
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Is being approachable the same as leaving your door open all the time?

No. A door that is always open ends up preventing any deep work. The module helps set clear rules: times on the shop floor, open slots, a channel for emergencies, and what can wait for the next team meeting.

What is the link with safety and quality?

Incidents, near misses and defects come up sooner when the manager is approachable and receives the alert without an immediate punitive reaction. The module links this stance to the reporting of weak signals on the shop floor.

Is it suitable for a manager of shift teams?

Yes. The cases deal with 3×8 teams: presence at shift changes, passing instructions between teams, ways to reach supervisors at night or at weekends.