Soft skills

Defending a Position and Standing Firm Under Pressure

A half day to defend a well-founded position, such as blocking a non-conforming lot, stopping a site for safety reasons or refusing an impossible deadline, in front of a customer, a supplier or your own hierarchy. You learn to build a solid case, recognise forms of pressure, tell what is negotiable from what is not and hold your ground without stiffening.

Duration : 0.5 day

Objectives

1. Build the case for a position: facts, rule or reference, risks, acceptable alternatives
2. Recognise forms of pressure: urgency, authority, guilt-tripping, insistence, isolation
3. Distinguish what is negotiable from what is not, and say so clearly
4. Hold your position in the exchange and know when to escalate the decision to the right level

Programme

Half day

• A well-founded position or stubbornness: checking the strength of what you defend

• A four-point case: facts, reference, risks, proposals

• Forms of pressure and the responses that defuse them

• Escalation: when and how to refer the decision to the right person, in writing

• Workshop: role plays under pressure from situations lived by the group, then knowledge test

Teaching methods

• Real cases: a quality manager pressed to release a lot, a buyer facing a supplier imposing its terms, a planner ordered to accept an impossible deadline

• Short role plays with gradually rising pressure

• Debrief on voice, posture and wording

• Reusable case sheet

Assessment and documents

Knowledge test and a role play under pressure observed against a grid. Follow-up evaluation at D+1, numbered certificate verifiable online, training report for the company.

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

Good to know

To say no to your hierarchy and give demanding feedback to a team member, see "Speaking Up: Difficult Feedback and Managerial Courage". To seek an agreement rather than hold a position, "Negotiation: Method and Practice" (2 days) takes over.

Practical information

Duration	0.5 day
Audience	Quality, HSE, purchasing, maintenance or planning managers, managers and experts
Prerequisites	No prerequisites
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

How does it differ from "Negotiation: Method and Practice"?
Negotiation seeks an agreement in which each side gives something up. Here the position rests on a rule, a risk or a commitment, and the margin is narrow or nil: the challenge is to hold it and explain it.

Who is this module for?
Control and expert functions that are often put under pressure: quality, HSE, purchasing, maintenance, planning, finance. Managers who have to carry an unpopular decision also benefit.

Is it a stress management course?
No. It is about argumentation and conducting the exchange. Managing emotions under pressure is the subject of "Staying Calm Under Pressure: Emotions and Stress".