Soft skills

Giving Clear Instructions and Getting Results

One day to give instructions that are understood, applied and checked. You work on preparing an instruction (what, why, how far, by when), delivering it orally or in writing, checking understanding and verifying the result, using real instructions from your department: a format change on a line, order picking, handling a customer file. First module of the Front-Line Manager cycle.

Duration : 1 day

Objectives

1. Identify why an instruction is badly carried out: ambiguity, no stated purpose, vague success criterion, wrong timing
2. Prepare a complete instruction: expected result, reason, limits, deadline, resources, checkpoint
3. Adapt delivery to the team member and the context: at the workstation, in a team briefing, in writing
4. Check understanding without talking down, through rephrasing and open questions
5. Check the result and react to the gap: acknowledge, correct, restate

Programme

Day 1 — morning

• Why an instruction is not applied: what lies with the giver, the receiver and the organisation

• Instruction, directive, request, delegation: what are we talking about?

• Structure of a clear instruction: expected result, reason, limits, deadline, success criterion

• Exercise: rewriting three real instructions brought by participants

Day 1 — afternoon (workshop)

• Giving instructions orally: at the workstation, in a start-of-shift briefing, by phone

• Checking understanding: asking for a rephrase, asking where the team member will start

• Checking the result and handling the gap between expected and obtained

• Role plays: an urgent instruction, an instruction that changes a habit, an instruction to someone with longer service than you

• Knowledge test and review of the instruction preparation sheet

Teaching methods

• Analysis of real written and oral instructions from your department

• Chain-transmission exercise: an instruction passed through three levels and what is left of it

• Short role plays with an observer and an observation grid

• Field cases: packing line, shipping dock, customer service floor

• Instruction preparation sheet to use from the very next day

Assessment and documents

Knowledge test at the end of the day and delivery of an instruction assessed against a grid. Follow-up evaluation at D+1; numbered certificate, verifiable online, for each participant and training report for the company.

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

Good to know

First of the five modules of the Front-Line Manager cycle (5 days over a semester), followed by "Delegating Effectively: Assign, Follow Up, Empower". It can also be taken on its own.

Practical information

Duration	1 day
Audience	Team leaders, supervisors, front-line managers
Prerequisites	No prerequisites; managing or coordinating at least one person
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 the delegation course?

An instruction concerns a defined task: the manager says what to do, by when and with what result. Delegating means handing over a responsibility with a margin of autonomy. The Front-Line Manager cycle starts with the instruction, the basis of delegation.

Is this course suitable for production team leaders?

Yes, it was designed for them as well as for logistics or customer service supervisors. It can be delivered in French or Darija, with bilingual materials.

Are written instructions covered?

Yes for short instructions: a note, a message, a notice at the workstation. Writing minutes and reports belongs to the course "Writing to Be Read: Emails, Minutes, Reports".

What is the Front-Line Manager cycle?

Five one-day modules: instructions, delegation, feedback and managerial courage, conflicts, motivation. They are spread over a semester to give participants time to apply what they learn between sessions.