Soft skills

Informing at the Right Time: Keeping Information Flowing

A half day to make sure useful information reaches the right person, at the right time, through the right channel. You map your team's information flows, spot what gets lost between two posts or two departments, and set up short routines: start-of-shift briefing, weekly review, notice boards, handover between teams. For managers and team leaders who too often hear "nobody told me".

Duration : 0.5 day

Objectives

1. Identify who needs which information, at what moment and in what form
2. Spot breaks in the flow: between shift teams, between departments, between the field and management
3. Choose the channel that suits the message: spoken, notice board, messaging, meeting, shared tool
4. Set up short, regular information routines, including handover between teams

Programme

Half day

• Downward, upward and cross-functional information: what each must deliver

• Mapping your team's information flows and their break points

• The right channel for the right message: urgency, sensitivity, need for a record

• Short routines: start-of-shift briefing, weekly review, handover log between teams

• Workshop: information plan for your team, then knowledge test

Teaching methods

• Flow mapping on each participant's real situation

• Analysis of incidents caused by information arriving too late: an order change not passed to the night team, a customer told of a delay after the fact

• Building a ten-minute briefing template

• Exchanges between participants on the routines they already use

Assessment and documents

Knowledge test and the team information plan reviewed by the trainer; follow-up evaluation at D+1. Numbered certificate, verifiable online, for each participant; training report for the company.

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

Good to know

A short module that complements "Giving Clear Instructions and Getting Results". For professional writing, see "Writing to Be Read: Emails, Minutes, Reports".

Practical information

Duration	0.5 day
Audience	Managers, team leaders, supervisors, executive assistants
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 this module differ from the instructions course?

An instruction says what to do. This module deals with what people need to know: changes, decisions, results, alerts, and how to organise flows so that everyone receives them in time.

Does the module train on a digital tool?

No. It helps you choose between messaging, a shared tool, notice boards and spoken exchange according to the message, whatever tools the company already has in place.

Can team leaders from several shifts on the same site attend together?

Yes, it is even the best way to deal with handover between morning, afternoon and night teams. The session takes a group of 6 to 12 people.