Soft skills

Looking After Your Team Day to Day

A half day on the simple, regular actions that protect a team's health and engagement: watching workload, ensuring people have the means to work, recognising effort, spotting signs of fatigue or tension and acting early. Participants build their manager routines from their real team, distinguishing what is theirs to handle from what belongs to human resources or the occupational physician.

Duration : 0.5 day

Objectives

1. Identify a team's basic needs at work: means, a sustainable workload, recognition, safety, relationships
2. Spot collective signals of fatigue, overload or tension in a team
3. Adjust workload and organisation from these signals, within the limits of your role
4. Practise regular, specific and fair recognition of work done
5. Build your weekly routines for monitoring your team's climate and working conditions

Programme

Half day

• Looking after a team: what it covers for a manager, and what is not their responsibility

• Reading collective signals: absences, unusual errors, irritability, withdrawal, repeated overtime

• Everyday levers: sharing the workload, means and tools, breaks, feedback on work done, recognition

• The relays: human resources, occupational physician, health and safety committee

• Workshop: your team's weekly routines and preparing a team meeting

Teaching methods

• Reading your team's climate from simple indicators: absences, lateness, incidents, departures

• Cases from production, warehouse and customer service teams in busy periods

• Role play: announcing a period of high activity and discussing its organisation with the team

• Discussions between managers on recognition practices that work

• A weekly routines sheet given to each participant

Assessment and documents

Knowledge test at the end of the session, post-training evaluation at D+1. Each participant receives a numbered training certificate, verifiable online; the training report is given to the company.

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

Good to know

This module does not train people in psychological support: it gives managers points of reference for action and the right relays. When one employee in particular is struggling, the half day “Supporting an Employee in Difficulty” covers the one-to-one conversation.

Practical information

Duration	0.5 day
Audience	Managers, team leaders and supervisors
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 this a course on psychosocial risks?

It covers the day-to-day managerial side: workload, recognition, warning signs, relays. It does not replace the company’s risk assessment or the intervention of occupational health professionals.

How is this different from “Supporting an Employee in Difficulty”?

This module is collective and preventive: it concerns the team and the routines that stop difficulties from settling in. The other deals with an individual situation already present and the conversation to hold with the person concerned.

Do managers really have a hold on workload?

In part. The course helps distinguish what the manager can adjust alone (distribution, priorities, mutual help, scheduling) and what must be raised with their management, backed by figures.