Soft skills

Motivating and Engaging Your Team

One day to understand what really motivates your employees and act on what is in the manager's hands: meaning in the work, autonomy, recognition, prospects for progression. Participants analyse the signs of disengagement in their team, practise recognising good work and holding a re-engagement conversation. The last module of the Frontline Manager cycle, it can also be taken on its own.

Duration : 1 day

Objectives

1. Distinguish motivation, satisfaction and engagement, and what the frontline manager can really influence
2. Identify each employee's motivation levers beyond pay
3. Spot signs of disengagement: repeated absences, withdrawal, loss of initiative, cynicism
4. Practise precise and regular recognition of work done
5. Build a motivation plan for your team, employee by employee

Programme

Day 1 — morning

• What motivates people at work: needs for autonomy, competence and belonging

• The levers in the frontline manager's hands, and those that are not

• Signs of disengagement and frequent causes: unclear objectives, unrecognised work, no prospects

• Exercise: map the motivation levers of your team

Day 1 — afternoon (workshop)

• Recognition: thanking precisely, valuing an effort, making a team success visible

• Role play: a re-engagement conversation with an experienced operator who is no longer involved

• Workshop: an individualised motivation plan for your team

• Knowledge test and each manager's commitments for the following four weeks

Teaching methods

• Mapping of motivation levers applied to each participant's real team

• Role plays on the re-engagement conversation and on expressing recognition

• Case studies: an order-picking team in a peak period, an after-sales service after a reorganisation

• Sharing of practices between managers from different sites or departments

Assessment and documents

Knowledge test at the end of the day, 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

The first four modules of the Frontline Manager cycle are “Giving Clear Instructions and Getting Results”, “Delegating Effectively: Assign, Follow Up, Empower”, “Speaking Up: Difficult Feedback and Managerial Courage” and “Managing Conflict and Disagreement”.

Practical information

Duration	1 day
Audience	Frontline managers, team leaders, supervisors, department heads
Prerequisites	Manage a team, even recently
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 module part of a path?

Yes, it closes the Frontline Manager cycle: instructions, delegation, feedback, conflicts, motivation, five days spread over a semester. It can also be taken on its own.

Doesn’t motivation depend mainly on pay?

Pay matters, but it rarely rests with the frontline manager. The course concentrates on the levers they control every day: clarity, autonomy, recognition, progression, working atmosphere.

How is this different from “Understanding Others’ Motivations and Behaviours”?

That day helps decode the needs and reactions of anyone: a colleague, a client or a superior. Here the goal is operational: re-engage your own team and sustain its commitment over time.

Can the effect of the course be measured?

A 360° assessment is possible before and after the session. The skills acquired are also recorded on the participant’s training passport.