Soft skills

Patience and Self-Regulation in Management

A new operator who learns slowly, a mistake that keeps recurring, a change that is slow to take hold: this half day helps the manager spot their own impatience, understand its triggers and choose the right moment and level of intervention. Participants work on situations from their daily work and leave with a few personal rules of self-regulation they can apply the next day.

Duration : 0.5 day

Objectives

1. Identify your triggers of impatience and their effects on the team: taking work back from others, a rising tone, instructions repeated
2. Distinguish what takes time (learning, change) from what needs immediate action (safety, quality, customer)
3. Apply personal regulation techniques before stepping in
4. Choose the right moment and level of intervention for each situation

Programme

Half day

• Managerial impatience: where it comes from and what it costs the team and the manager

• The time of learning and the time of change: what can be speeded up, what cannot

• What is not negotiable: safety breaches, quality risks, customer commitments, and the firm reaction they call for

• Regulation techniques: a pause, a question before an instruction, a scheduled check-in rather than an on-the-spot intervention

• Role play: coaching an agency temp who repeats the same setting error on a line

Teaching methods

• Individual identification of your impatience triggers from recent situations

• Role plays drawn from participants' daily work, replayed with a different response

• Discussions between managers on situations where waiting paid off and those where action was needed

• Personal regulation rules written at the end of the session

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; a 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

For high-tension situations and stress management, the day “Staying Calm Under Pressure: Emotions and Stress” takes over.

Practical information

Duration	0.5 day
Audience	Managers, team leaders, tutors and internal trainers
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 is this different from “Staying Calm Under Pressure: Emotions and Stress”?
That day deals with peaks of tension and stress management. The patience half day deals with the ordinary rhythm of management: allowing time to learn, not doing the work for someone else, choosing when to step in.

Isn’t being patient the same as tolerating everything?
No. The course draws the boundary between what takes time and what requires an immediate reaction, notably on safety and quality. Patience concerns the pace, not the rules.

Who is this module for?
Managers and team leaders, but also tutors and internal trainers who support newcomers or temporary workers on the shop floor.