Soft skills

Working Effectively with Your Manager

A half day to build a useful working relationship with your manager: understand their priorities and constraints, clarify what they expect, choose the right moment and format to inform them, ask for a decision or voice a disagreement. Each participant fills in a mutual-expectations grid based on their real situation and prepares their next one-to-one with their manager.

Duration : 0.5 day

Objectives

1. Identify your manager's priorities, constraints and working style
2. Clarify mutual expectations: results, autonomy, frequency and format of reporting
3. Prepare an effective one-to-one: information to give, decisions to obtain, alerts
4. Put a request, a disagreement or an alert to your manager in a factual and respectful way
5. Build a working agreement with your manager

Programme

Half day

• What your manager expects without always saying it: their priorities, the pressure they are under, how they like to be informed

• Mutual-expectations grid: results, autonomy, reporting, to be filled in and then discussed with them

• Preparing a one-to-one: agenda, decisions to obtain, bad news announced early

• Voicing a disagreement or asking for a decision without going around the hierarchy

• Role play: a simulation of your next one-to-one with your manager

Teaching methods

• Mutual-expectations grid filled in on your own situation

• Pair role plays: announcing a delay, asking for a ruling between two priorities, turning down an extra task

• Cases drawn from common situations in factories, warehouses and support functions

• Discussions between participants from different departments

• A one-to-one template given to each participant

Assessment and documents

Knowledge test at the end of the session and post-training evaluation at D+1. Numbered certificate, verifiable online, given to each participant; training report sent to the company.

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

Good to know

This module covers, from the employee's side, the relationship that management courses cover from the manager's side. For a more tense disagreement with your hierarchy, the half day "Defending a Position and Standing Firm Under Pressure" goes further.

Practical information

Duration	0.5 day
Audience	Employees, technicians, assistants and managers, whatever their level
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

Do participants' managers need to attend?

No, and it is better if they do not, so that everyone can speak freely. The mutual-expectations grid is designed to be discussed afterwards with the manager in a one-to-one.

Is it useful when the relationship with your manager is already good?

Yes. Getting on well does not guarantee clear expectations. Many misunderstandings concern the level of autonomy, how often to report or when to raise an alert: the module helps make them explicit.

What if the relationship is conflictual?

The module gives tools to reopen the dialogue on a factual basis. It does not replace mediation: for an entrenched conflict, the course "Managing Conflict and Disagreement" or a conversation with human resources is more suitable.