



CARRYING OUT EFFECTIVE FACE-TO-FACE MEETINGS WITH STAFF

When talents become rare and a company's performance relies increasingly on developing human potential, good management must be suited to the individual. This means adapting to each situation and each person. The management meeting is the best tool to do this successfully, provided it is used wisely and in accordance with the principles specific to each type of meeting. This is a delicate exercise: the subject of the meeting often represents a significant issue for the employee that may be unpleasant in certain cases. You will need to balance listening and openness on one hand, and a certain determination to move forward together on the other hand. This course will help you to master the different meeting types which represent the key to success for genuine local management, and the best way for involving a colleague in the action.

This programme is designed for:

- business unit managers
- line managers
- project managers

At the end of this course you should be able to:

- carry out effective face-to-face meetings:
 - feedback, dealing with poor performance, dealing with failure to abide by the rules, congratulating a team member, career interviews
- adopt the right communication techniques for these meetings
- deal with awkward staff members

The management certificate shows you have acquired the skills covered in the course.



Benefits of the programme:

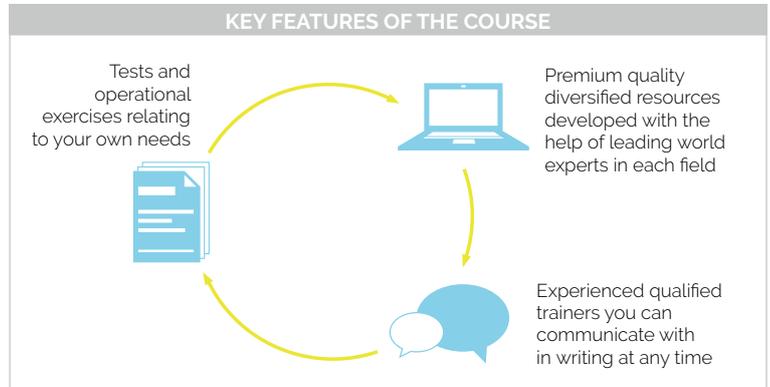
manage your team so that it achieves its goals
encourage independence and initiative
increase commitment by making what people do more meaningful
encourage action and facilitate change

3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

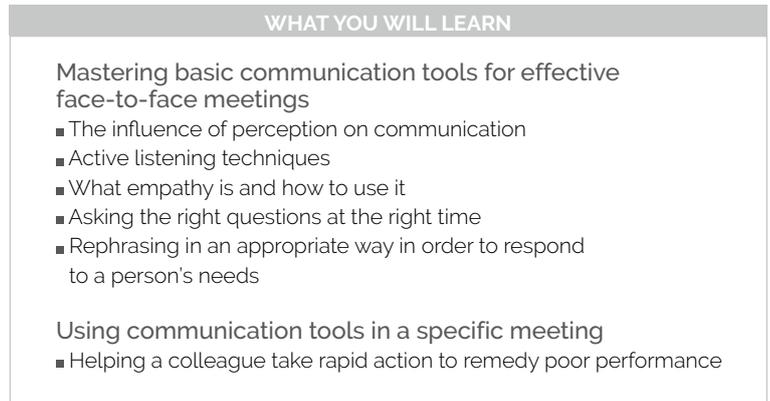
1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



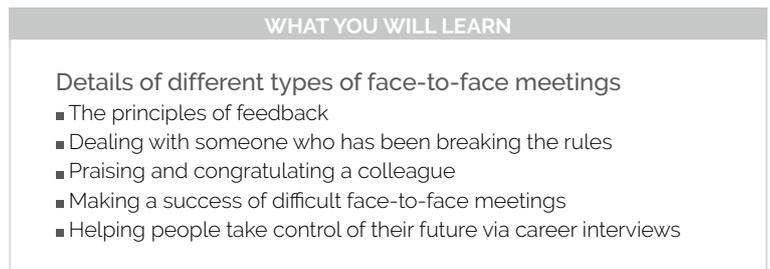
2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.



3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.



4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

