

C.13.	Management of human resources and health and security at work
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Face-to-face class	3 days
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▪ **GOALS**

Human Resource Management: Understanding the issues and impacts of human resources management on the enterprise. Understand the importance of the virtuous cycle of "Skills - Performance - Reward". Define the relevant steering tools for the "Human Resources" function.

▪ **CONTENT**

HR Planning, Personal Career Management: HR approaches based on skills management. Anticipating changes, impact on skills management and HR processes. HR operations to serve corporate business and financial issues. Employee motivation and commitment with respect to the company. Detecting and managing 'high potential' employees. Use of tools and methods. Training strategy in relation to skills management. Security and health at work.

▪ **SKILLS ACQUIRED BY TRAINEES**

Acquisition of an operational methodology to initiate change within their own organization.

▪ **RECOMMENDED READING**

William T. Muhairwe, (2009), Making Public Enterprises Work: From Despair to Promise: A Turn Around Account, IWA, 416 p. ISBN: 9781843393245

Binayak Das, Ek Sonn Chan, Chea Visoth, Ganesh Pangare, and Robin Simpson, (2010) Sharing the Reform Process: Learning from the Phnom Penh Water Supply Authority (PPWSA), IUCN, Gland, Switzerland and Bangkok, Thailand and PPWSA, Phnom Penh, Cambodia -<http://data.iucn.org/dbtw-wpd/edocs/2010-046.pdf>

Joaquim Pocas Martins, (2012), Management of Change in Water Companies: Case Studies of Moving Fast from Bad to Good to Great, IWA, 200p. ISBN: 9781843391951

Lecturers: Joannie LECLERC and Maëlis MONNIER – SUEZ / Mathieu LE CORRE and Thomas LE JEUNE - GRET

C.12. Managerial communication techniques	
Face-to-face class	2 days

▪ **GOALS**

Develop expression techniques for a better situation management: motivating teams and getting them to work together, conflict management, debriefing, unblocking situations, empowerment

Develop strengths in communication backed by methods

Develop the ability to speak in public

▪ **CONTENT**

Using the Success Insight tool and profile management for each trainee:

Understanding the different types of management and adapting individual management styles according to different situations and the professional maturity of employees

Speaking in public based on appropriate verbal and non-verbal techniques, and managing stress

Role playing

Personalized profil DISC included

▪ **SKILLS ACQUIRED**

Knowing how to manage and drive a team

Knowing how to identify a behavioural typology and adapting to it in order to develop managerial impact

Speaking in public

▪ **RECOMMENDED READING**

Michelle Fayet, Jean-Denis Commeignes "Written and oral communication methods"

Patrice Fabbart "Reveal the manager inside you"

Meryem Le Saget "The intuitive manager"

Lecturer: Emmanuel DESO – Run&Sens Insight
