

Number of ECTS credits : 2

Course language : Anglais

Course leader : GUYOT Alexis

Speakers : JAMIN Marie-Antoinette

≡ COURSE DESCRIPTION

Students will analyse real and complex situations. They will learn how to explore various ways to solve problems. This course will experiment different situations in which he can be helped by the others to analyse and find new ways to resolve problems.

≡ COURSE OBJECTIVES

- Develop a consultant's position.
- Experiment a collective process to resolve problems.
- Learn management's concepts about motivation, problem's analyse, decision-making processes.

≡ LEARNING GOALS

LG02 - Analysis : Analyse complex situations

≡ TACKLED CONCEPTS

- Codevelopment processus
- Ask open-ended questions to take a step back
- How to analyse situation via logical levels of Dilts used in NLP (neuro linguistic programming)
- Motivations criteria in a team,
- How to give a feedback, different kinds of feed-back
- How to take a decision.

≡ LEARNING METHODS

For each session, students will experiment different kind of exercises:

- Practical exercises in small groups
- Individual exercises
- Concepts explanation.

≡ ASSIGNMENTS

Students are invited to participate in order to develop their consultant's posture. After the exercises, they can reflex and identify what they have discovered about their own way of thinking, their own behaviour.

- In-class exercises
- Individual Quizz, short text about their own discovery.

≡ BIBLIOGRAPHY

Le groupe de co-développement professionnel de Claude Champagne.

≡ EVALUATION METHODS

100 % : Contrôle Continu

≡ SESSIONS

1**Good conditions to work with a group.**LECTURE : 03h00

In each management's situation, we can identify conditions to work and define how they can be used. The co-development is a way to experiment. As this process is well defined, people feel secured and can improve and change their perception.

2**Give a feedback to a colleague or a member of my team.**LECTURE : 03h00

During the work placement, the students have probably discovered the importance of the feedback that they received about their activity. They may have seen management's situations where it's not so easy to tell what is ok, or not.

Through a real situation or a case study, they will experiment and learn the concept about feed-back.

3**Analyze different levels of problems**LECTURE : 03h00

When situations are complex, it's possible to analyze with various levels. DILTS gave us a grid that is really useful. With this concept, we can improve our way to analyse the problems ?

With a studycase or real situation, we will discover all these levels.

4**Motivate a team**LECTURE : 03h00

How can we motivate a team? What are the conditions of motivation of a team ? With a case-study or real situations, we will analyse what are the conditions of motivations and how to improve.

5**How to take a decision?**LECTURE : 03h00

What is the good way to take a decision? What are the different ways to take a decision, their advantages and disadvantages. During this last session, we will evaluate what each one has discovered during the previous sessions, how the co-development process helped to take decisions.