

Catalogue de : Droit du travail et relations sociales

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Improve the social climate and manage possible conflicts



DTRS-1 2 Days (14 Hours)

Description

Periods of uncertainty or crisis are times conducive to the deterioration of the social climate and the development of social conflicts. Beyond the costs generated by these conflicts, such a situation destabilizes a company and can give rise to a global crisis. Maintaining a good social climate and preventing conflicts are therefore real challenges. If conflict breaks out, knowing how to deal with it is just as essential. This training provides the keys to detecting and preventing social tensions as well as a methodology and tools to resolve conflict situations.

Who is this training for ?

For whom

Manager and operational manager. HR director and functional manager in charge of maintaining social balance.

Prerequisites

None

Training objectives

- Detect and prevent social tensions.
- Decipher the strategies of union actors.
- Know how to deal with conflict.

Programme:

- Améliorer le climat social : détecter, prévenir les tensions sociales
- Agir sur l'événement déclenchant pour désamorcer les risques de conflit
- Maîtriser le droit syndical et de grève
- Gérer le conflit, communiquer et agir à chaud et sortir du conflit Repérer les différentes étapes d'un conflit.

CHSCT: key player in the prevention of psychosocial risks



DTRS-2 2 Days (14 Hours)

Description

Economic, technological, organizational and social changes are increasingly rapid and frequent, leaving little time for individuals to adapt, accommodate or get used to new work situations. We are witnessing a rise in psychosocial risks (RPS) in companies. According to the Skills Campus 2017 survey on the social climate and quality of life at work, 53% of employees and 68% of managers report experiencing regular stress in their work. The CHSCT must be able to play a role in the prevention of RPS. It is essential that he identifies the role he can have on this subject and that he is able to participate in the diagnosis of risk situations in order to propose effective safeguards for an active prevention policy.

Who is this training for ?

For whom

Member of the CHSCT. President of the CHSCT. HR employee working within the framework of the CHSCT.

Prerequisites

Aucune

Training objectives

- Find your way around the definitions and the regulatory framework: risks, psychosocial disorders, stress...
- Know the role and intervention of the CHSCT.
- Know the risk factors and know how to identify them in the company.
- Understand your scope action, the key players in the system and the action levers.
- Understand the main stages of a prevention approach.

Programme:

- Les RPS de quoi parle-t-on ? Définitions : stress, harcèlement, burn out.
- Le cadre réglementaire des RPS
- Le CHSCT : interlocuteur privilégié des salariés sur les risques psychosociaux
- Les facteurs de risque

- Mettre en œuvre la démarche de prévention
- Activité à distance

CSE, CSSCT: training of elected officials in health, safety and working conditions



DTRS-3 3 Days (21 Hours)

Description

Article L2315-18 of the labor code applicable from 2018 provides that members of the CSE or CSSCT must benefit from training of at least 3 days as part of the exercise of their function, in matters of health, safety and working conditions. This practical training, approved by the Ministry of Labor, will provide you with the tools necessary to carry out your missions.

Who is this training for ?

For whom

This training is aimed at any member of the CSE required to deal with safety issues and working conditions within companies with more than 11 employees. Member of the health and safety and working conditions commission (CSSCT).

Prerequisites

Aucune

Training objectives

- Master the roles and responsibilities of the CSE and/or the CSSCT within the framework of its health, safety and working conditions missions.
- Appropriately use the methods and tools to prevent professional risks and improve working conditions.
- Become a key player in prevention.

Programme:

- En amont du présentiel
- Cerner les missions du
- S'approprier le fonctionnement et les moyens du
- Identifier les obligations et les responsabilités
- Collaborer avec les acteurs de la santé au travail
- Identifier les risques et améliorer les conditions de travail
- Après le présentiel, mise en œuvre en situation de travail

Staff delegates (PD), take charge of your mandate



DTRS-4 2 Days (14 Hours)

Description

Exercising a mandate cannot be improvised. As staff representatives, you are the key point of contact for management both on the point of compliance and respect for the legislation and agreements in force within your company and on the resolution of disputes on a daily basis. In this 2-day training course, we offer you the opportunity to master the legal and practical aspects of your PD mandate, to understand your role and to know how far to go to increase your efficiency. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Permanent staff representative and/or substitute. Companies that have implemented the CSE can follow the 'CSE - Companies with less than 50 employees' training (ref. 9052). NB: Members of Management can follow the training 'Succeed in your PD meetings and union relations' (ref. 6467).

Prerequisites

Aucune

Training objectives

- Master the key points and texts of labor law as well as the legal aspects of the DP mandate.
- Evaluate your rights and duties as elected officials.
- Professionalize the preparation of meetings and your interventions.
- Manage the relationship with employees.

Programme:

- Maîtriser vos missions générales : le mode d'emploi des attributions des DP
- Assurer les attributions supplétives lors de carence du CHSCT ou du CE
- Identifier vos droits, devoirs et moyens dans l'exercice de votre mandat
- Préparer et assister aux réunions avec la direction
- Améliorer votre rôle d'interface entre la direction et les collaborateurs
- Activité à distance

Gender equality: respecting new legal obligations



DTRS-5 1 Days (7 Hours)



Description

The decree of January 8, 2019 requires companies with more than 50 employees to publish a gender equality index, from now and at the latest in 2020. This index consists in particular of data on equal pay and gender equality. promotion makes it possible to obtain a published note which must, if insufficient, lead to the implementation of corrective actions within 3 years, under penalty of financial sanctions. This training allows you to become familiar with the methods of calculating the index, based on a business case which details, step by step, its progressive assembly.

Who is this training for ?

For whom

Human Resources Directors. Human Resources Managers. Management controllers. Payroll managers. Any person responsible for developing the calculation of the Index and its presentation to the IRP.

Prerequisites

Aucune

Training objectives

- Take ownership of the decree of January 8, 2019 on gender equality.
- Calculate the Index and the 5 indicators that make it up.
- Measure and anticipate the financial impact of compliance to avoid sanctions.

Programme:

- Index égalité
- 5 Définir le périmètre d'application Indicateurs à calculer selon la taille de l'entreprise. Période de référence et salariés à prendre en compte. Éléments de rémunération à retenir dans le calcul de l'index.
- Calculer l'
- 512314515 Respecter l'obligation de publication de l'
- Se mettre en conformité

Elected officials of the CE / CSE: understanding the economic data to act



DTRS-6 3 Days (21 Hours)



Description

Becoming a member of the works council cannot be improvised. This body has, in fact, a right of review over the strategic orientations and economic situation of the company. The CE/CSE is particularly required to rule on complex subjects such as cases of restructuring or merger. It is for these reasons that the legislator has provided for compulsory training for elected representatives of the CE/CSE. Its objective is to provide the essential foundations of financial management so that members of the CE/CSE can fully play their role. This training will also allow you to take stock of legal developments in terms of information and consultation of the CE / CSE. NB: This training program takes into account the latest legal developments. Training approved by the Ministry of Labor

Who is this training for ?

For whom

Member of the CE/CSE. Compulsory training (articles L 2325-44 and R 2325-8 of the labor code) for which Skills Campus is approved by ministerial decree.

Prerequisites

Aucune

Training objectives

- Use the income statement, balance sheet and all economic information (including BDES) to act
- Know the CE/CSE's room for maneuver in the event of a change in the company's economic situation
- Know the different employee savings schemes

Programme:

- Connaître l'organisation de l'entreprise
- Utiliser le compte de résultat pour comprendre la situation économique de l'entreprise
- Comprendre le bilan pour évaluer la solidité financière de l'entreprise
- Se repérer dans la lecture des comptes consolidés
- Connaître les marges de manœuvre du CE / CSE en cas de modification de la situation économique de l'entreprise

- Connaître les différents dispositifs d'épargne salariale

Be elected to the CSE (Social and Economic Committee) - Companies with fewer than 50 employees



DTRS-7 2 Days (14 Hours)



Description

Elected to the CSE, you would like to benefit from practical training in carrying out your mandate. Making the CSE an institution for dialogue, consultation and proposals is your ambition. To do this, it is necessary to master the missions of the committee and its operating rules. Indeed, the merger of staff representative bodies following the Macron orders of September 22, 2017 positions the Economic Social Committee as an essential partner in the company's social policy.

Who is this training for ?

For whom

This training is aimed at members of the CSE as well as union representatives of a company with 11 to 49 employees. CSE Presidents can follow the training 'Chairing and leading the CSE' reference 9039.

Prerequisites

Aucune

Training objectives

- Master the operation and responsibilities of the CSE in a company with fewer than 50 employees
- Know the means available to CSE members to exercise their mandate

Programme:

- En amont du présentiel
- Identifier la place du CSE dans le dialogue social
- 5Cerner les règles et moyens de fonctionnement du CSE
- S'approprier les missions du CSE Réclamations individuelles et collectives. Missions de santé et de sécurité au travail.
- Jouer son rôle d'interface entre la
- Après le présentiel, mise en œuvre en situation de travail

Practical training for CSE elected officials - Companies with more than 50 employees



DTRS-8 2 Days (14 Hours)

Description

Elected to the CSE, you would like to benefit from practical training in carrying out your mandate. Making the CSE an institution for dialogue, consultation and proposals is your ambition. To do this, it is necessary to master the missions of the committee and its operating rules. Indeed, the merger of staff representative bodies following the Macron orders of September 22, 2017 positions the Works Social Committee as an essential partner in the company's social policy. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

This training is aimed exclusively at members of the CSE. CSE Presidents can follow the 'Chairing and leading the CSE' training (ref. 9039).

Prerequisites

Aucune

Training objectives

- Master the operation and responsibilities of the CSE.
- Identify the possibilities for developing the CSE.
- Understand the means of the members of the CSE to exercise their mandate.

Programme:

- En amont du présentiel
- 5 Maîtriser les règles de fonctionnement du CSE
- Cerner les moyens de fonctionnement du CSE
- Préparer et organiser les réunions de CSE
- Après le présentiel, mise en œuvre en situation de travail

Practical training for elected representatives of the Works Council



DTRS-9 2 Days (14 Hours)



Description

Elected to the CE, you would like to benefit from practical training in carrying out your mandate. Make the CE an institution of dialogue, consultation and proposals, these are your ambitions. To do this, it is necessary that you master the missions of the committee and its operating rules. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Member of the Works Council. This training is reserved for members of the Works Council. Companies that have implemented the CSE can follow the 'Practical training for CSE elected officials' training (ref. 9040). CE presidents will be able to follow the course 'Effectively chairing the Works Council' (ref. 4716) or its equivalent 'Chairing and leading the CSE' (ref. 9039)

Prerequisites

Aucune

Training objectives

- Master the different responsibilities of the committee and the complementarities with other bodies.
- Validate the practical functioning of the EC and manage its resources.
- Clarify the rights and obligations of members.

Programme:

- Un CE pourquoi et pour quoi faire ?
- Maîtriser les attributions du
- Veiller au respect des consultations et informations obligatoires
- Gérer les moyens du CE Le crédit d'heures.
- Garantir le statut de membre du CE

Practical training for CHSCT members



DTRS-10 3 Days (21 Hours)

Description

Why mandatory training for CHSCT members? Created in 1982 by the Auroux laws, the CHSCT is responsible for contributing to the safety and protection of the physical and mental health of employees. Little by little, the CHSCT is becoming essential in the implementation of many major company projects. For it to fully play its role, it is essential that the members of the CHSCT know their prerogatives and the means at their disposal to act in this direction and become real actors in prevention. It is for this reason that the legislator has included this training obligation in the law. This practical training, approved by the Ministry of Labor, will provide you with the necessary tools to carry out your missions. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Member of the CHSCT. Staff representative elected in companies with more than 50 employees without a CHSCT. This training is reserved for staff representatives at the CHSCT (training provided for in article L 4614-14 of the labor code for which Skills Campus is approved by ministerial decree). Staff representatives whose companies have set up a CSSCT can follow the 'Practical training for CSSCT members' training (Ref. 9061). CHSCT presidents will be able to follow the training 'Effectively chair the CHSCT' (Ref. 6887) or 'President of the CSE, lead the CSSCT' (Ref. 9060).

Prerequisites

Aucune

Training objectives

- Master the missions and operation of the CHSCT.
- Become familiar with the tools available to the CHSCT to successfully carry out its mission.
- Become an actor in prevention.

Programme:

Managing the termination of the employment contract



DTRS-11 2 Days (14 Hours)



Description

Whether for individual dismissal, conventional termination, resignation or retirement, no other subject carries as many legal risks as the termination of the employment contract. One in four employees dismissed for personal reasons contests their dismissal before the industrial tribunal. The Job Security Law introduced two new cases of employee refusal which could lead to individual dismissal for economic reasons: all potential risks of litigation. The management of the dismissal file must be rigorous. During these two days of training, we offer HR professionals the opportunity to acquire the reflexes to secure the procedures for the different methods of terminating the employment contract and their possible consequences. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

HR Director. RRH. HR manager. HR Assistant.

Prerequisites

Aucune

Training objectives

- Appreciate all the risks linked to the termination of the contract.
- Control the conditions of validity of personal dismissal.
- Secure the procedures in order to limit disputes.
- Manage an individual dismissal file for economic reasons.
- Respect the procedure for conventional termination .
- Prepare and manage transactions.
- Manage labor disputes.

Programme:

- Gérer la démission d'un collaborateur Différencier démission et prise d'acte de la rupture.
- Rompre le contrat de travail pour un motif personnel Sécuriser la rupture de la période d'essai. Évaluer le motif de rupture et la cause réelle et sérieuse.

- Gérer le licenciement pour inaptitude et gérer les fins de carrière Respecter la procédure pour inaptitude non professionnelle.
- Gérer le licenciement individuel économique Identifier les circonstances pouvant justifier un licenciement économique. Gérer les cas particuliers : refus d'un salarié de l'application d'un accord de maintien dans l'emploi et d'un accord de mobilité interne
- Différencier rupture négociée, transaction et rupture conventionnelle
- Gérer un dossier de contentieux prud'homal Activité à distance

IRP, Social and Economic Committee (CSE) and union delegates



DTRS-12 2 Days (14 Hours)



Description

This training provides fundamental knowledge of the rights and duties, roles and missions of each of the IRPs in order to improve the quality of social dialogue in the company. This training program takes into account the latest legal developments.

Who is this training for ?

For whom

President or future president of CSE or establishment. HR Director, HR Director. Director/Responsible for social relations. Site or unit manager. Lawyer in social law. Anyone required to work with staff representatives.

Prerequisites

Aucune

Training objectives

- Distinguish the responsibilities of staff representatives: CSE, Works Council and the role of unions following the Macron orders.
- Master the functioning, identify the rights and duties of these new bodies.
- Evaluate its practices and identify its room for maneuver in the relations with the IRPs.

Programme:

- Identifier la place des différentes
- Maîtriser le rôle et les missions des instances
- Cerner le fonctionnement du
- Identifier les moyens d'exercice du mandat des
- Certification

Optional co-development day: managing social relations



DTRS-13 1 Days (7 Hours)



Description

Professional co-development is an approach that supports employees and managers in their professional effectiveness. Thanks to the sharing of practices and concrete issues between peers in the HR function, the method of questioning and mutual listening opens up new fields of creativity and solutions. This complementary day to the 'Managing social relations' cycle (ref. 4766) allows you to experiment with this approach.

Who is this training for ?

For whom

DRH / RRH / HR business partner. Responsible for social relations. School manager. Any executive from the HR function required to intervene in the management of social relations.

Prerequisites

Aucune

Training objectives

- Experiment with the co-development approach to apply it in a professional situation.
- Improve your practice in managing social relations.
- Discover new methods of action and problem solving in a group.
- Progress in your relational skills.

Programme:

- S'approprier la méthode de co-développement et expérimenter les 6 étapes Choix de la situation apportée par un participant.
- Résoudre ses problématiques de pilotage des relations sociales avec la méthode du co-développement Travail en commun sur 2 à 3 séquences de co-développement à partir d'une situation concrète proposée par les participants. Par exemple : faire face à l'a

The practice of employment contracts: CDI, temporary work, CDD, etc.



DTRS-14 2 Days (14 Hours)

Description

How to choose the most suitable contract? How to write sensitive clauses? How to modify the employment contract without risk? How can we validate the use of fixed-term contracts and temporary work and avoid the risk of contract reclassification? What is the maximum duration of these contracts? How to integrate developments concerning part-time work? What are the changes regarding salary portability? So many questions that we invite you to answer during this training. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

HR Director, HR Manager, Human Resources Assistant.

Prerequisites

Aucune

Training objectives

- Measure the risks, flexibilities and constraints of the employment contract.
- Conclude the most suitable contract: full-time or part-time, permanent or fixed-term contract. Write sensitive clauses in the employment contract.
- Use fixed-term contracts, temporary work or subsidized contracts.

Programme:

- Conclure un contrat de travail : mode d'emploi
- Sécuriser la rédaction d'un contrat à durée indéterminée Respecter les clauses obligatoires. Rédiger avec soin les clauses de souplesse : mobilité géographique ; objectifs ; télétravail.
- Rédiger et gérer les contrats à temps partiel Insérer les clauses obligatoires (horaires, répartition...).
- Modifier le contrat de travail : souplesse et contraintes des avenants
- Conclure et gérer le CDD et le contrat d'intérim en toute sécurité juridique

Staff representative bodies: DP, DUP, CE, CHSCT, union delegates



DTRS-15 2 Days (14 Hours)

Description

The law relating to social dialogue and employment (known as the Rebsamen law) has profoundly modified the landscape of IRPs by allowing an à la carte configuration of IRPs (enlarged DUP, grouped body) but also by grouping together consultations and negotiations and by rationalizing the functioning of institutions. This reform also marks a new stage in the promotion of the careers of elected officials and union actors, aiming to strengthen the legitimacy of Staff Representative Bodies (IRP) and improve the quality of social dialogue in the company. This training provides fundamental knowledge of the rights and duties, roles and missions of each of the IRPs, in order to effectively lead body meetings and daily social relations. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Human resources manager. Personnel director. Executive of the HR function. Site or unit manager in contact with staff representatives.

Prerequisites

Aucune

Training objectives

- Acquire a structured knowledge of the IRP.
- Master the operation and missions of the IRP.
- Evaluate the reciprocal rights and duties.
- Limit the legal risks of the offense of obstruction.
- Take a step back from its practices to better understand its margins maneuver in relations with the IRPs.

Programme:

- Valider la composition des différentes instances
- Maîtriser le rôle des différentes instances
- Veiller au bon déroulement des différentes réunions d'instances
- Identifier les droits et devoirs des représentants du personnel

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The essentials of labor law for the HR function - Level 1



DTRS-16 2 Days (14 Hours)

Description

Labor law is increasingly being introduced into HR practices. It is essential for HR professionals to acquire a certain number of fundamentals in order to succeed in this function. From recruitment to employee departure, labor law is at the heart of all HR actions. It is now impossible to implement a human resources development policy without having a minimum of legal knowledge. This training provides you with the keys that will allow you to adopt the right legal attitudes for each situation.

Who is this training for ?

For whom

HR Assistant/Manager. RRH. Any HR professional wishing to acquire the fundamentals of labor law. Staff representative. For managers, we recommend the training 'The essentials of labor law for managers' (ref. 1136).

Prerequisites

Aucune

Training objectives

- Master the legal fundamentals applied to the management of the employment contract, from its development to its termination.
- Acquire the right legal reflexes to secure your HR practices.
- Answer HR questions from managers and employees by integrating the legal framework.
- Win autonomously in the management of the life of the employment contract.

Programme:

- Se repérer dans l'environnement légal de la fonction
- Gérer les différentes étapes de la vie du contrat de travail
- Appliquer les principales règles liées à l'exécution du contrat de travail
- Maîtriser les fondamentaux de la rupture du contrat de travail
- Certification

The essentials of labor law for the HR function - Level 2



DTRS-17 2 Days (14 Hours)

Description

Beyond the legal fundamentals, it is essential that managers and human resources managers acquire a certain number of points of vigilance both in relations with the labor inspectorate and in the management of the employment contract. How to modify employment contracts without risk? How to prevent social risks (harassment, discrimination, etc.)? How to manage cases of incapacity? Furthermore, the termination of the employment contract, the main reason for recourse to industrial tribunals, remains a procedure to be kept under control: what about in particular the use of the new conventional termination? This training allows you to secure your practices and play a daily advisory role.

Who is this training for ?

For whom

Human Resources Manager. HR manager. HR Assistant. Other HR professionals wishing to improve their skills in labor law.

Prerequisites

Aucune

Training objectives

- Identify points of vigilance in the life of the employment contract.
- Secure relations with the labor inspectorate and avoid disputes.
- Effectively manage the termination of the employment contract for individual reasons.

Programme:

- En amont du présentiel
- Maîtriser l'environnement juridique relevant du domaine RH Répertoire les tribunaux et leurs compétences.
- Sécuriser les relations avec l'inspecteur du travail Cerner ses missions et moyens d'actions.
- Identifier les points de vigilance dans la vie du contrat de travail
- Gérer les différents cas de rupture du contrat de travail pour motif individuel et les risques associés Maîtriser les règles encadrant la rupture de la période d'essai. Gérer un départ à la retraite.
- Après le présentiel

The essentials of labor law for managers



DTRS-41 2 Days (14 Hours)

Description

In his daily actions, the manager commits the company in legal matters. He must be aware of his room for maneuver: how to qualify misconduct, act effectively in the event of absence, reconcile the requirements imposed by clients by respecting the rules regarding leave or working hours? These are all questions that every manager must be able to answer to successfully carry out their mission. This is the objective of this labor law training for managers. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Head of unit, establishment, business unit. Team leader, local manager. Staff representatives. For HR executives, we recommend the course 'Essentials of labor law for the HR function - Level 1' (ref. 1656).

Prerequisites

None

Training objectives

- Acquire labor law reflexes to secure your daily managerial practices Know your rights and duties towards elected officials

Programme:

- En amont du présentiel
- Se repérer dans les règles applicables en droit du travail
- Sécuriser le recours aux CDD, à l'intérim et à la sous-traitance
- Manager l'activité professionnelle des salariés en intégrant le droit du travail
- S'approprier le cadre légal de la représentation du personnel

Manager: being an actor in daily social relations



DTRS-19 2 Days (14 Hours)

Description

Balanced social relations are based on two essential pillars: staff representatives of course and... managers! The latter have an important role to play in social relations: observation, feedback, communication relays... To take their place in the 'chessboard' of social relations, it is essential that they acquire a certain number reflexes for managing their team on a daily basis and more particularly employee representatives: can they be absent from their workstation without warning? Should we take delegation hours into account when setting objectives? ... Managers will find concrete answers to all these questions during this training. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Executive, manager, operational manager who manages staff representatives on a daily basis in his team.

Prerequisites

Aucune

Training objectives

- Become aware of the role of the manager in social relations.
- Better know staff representatives and unions.
- Acquire essential legal knowledge.
- Become familiar with the practices and behaviors of daily social management.
- Acquire the means to fully play its role in social relations.

Programme:

- Comprendre le système des relations sociales
- Acquérir les connaissances juridiques indispensables
- Manager les représentants du personnel de son équipe
- Agir en tant qu'acteur du dialogue social Être le premier gestionnaire des préoccupations des salariés de son équipe.

Better negotiate with your social partners with the Beyond Conflict approach



DTRS-20 3 Days (21 Hours)



Description

The successive reforms of representativeness and social dialogue have given a large place to negotiation in the company. Practitioners of social negotiations, you know that the methods and tactics are useful. But you also know that they are not always enough to avoid conflicts, especially in a tense economic context (job retention agreement, negotiation of a PES, etc.). Whatever your level of preparation, the fact remains that divergent interests can create distrust, worsen the climate and block the negotiation process. We offer you another way of conceiving social relationships. This resolutely innovative training course uses the interest-centered negotiation method, combined with knowledge of relational mechanisms. It makes it possible to activate the levers of trust in the long term.

Who is this training for ?

For whom

Responsible for social relations. HR Director. Entrepreneur. School manager. Site manager.

Prerequisites

Aucune

Training objectives

- The Beyond Conflict,® approach allows you to: develop your personal qualities as a negotiator; to get out of difficult dialogue situations; to find balanced solutions to build relationships of trust; to identify and work on your personal obstacles

Programme:

- Éviter les risques majeurs en négociation sociale Identifier les situations de blocage. Gérer la méfiance entre les acteurs.
- Conduire les négociations et les conflits de manière concertée avec la méthode des intérêts en 7 points Btir le processus de négociation avec vos partenaires.
- Maîtriser la relation aux partenaires
- Mettre en pratique ses compétences de négociateur S'entraîner en simulation sur des cas de plus en plus difficiles et complexes.

Negotiate with social partners



DTRS-21 2 Days (14 Hours)

Description

Conducting a social negotiation cannot be improvised. This requires active preparation which concerns both strategic and technical choices. Succeeding in a negotiation means making effective arbitrations and punctuating your concessions. This training offers all HR stakeholders a negotiation method centered on interests allowing them to build innovative solutions. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

HR Director. Business manager. RRH. Responsible for social relations. Unit and site director. Head of establishment and business.

Prerequisites

Aucune

Training objectives

- Understand the issues of social negotiation.
- Know the legal framework.
- Acquire a negotiation method.
- Make your preparation more effective.
- Master negotiation techniques.

Programme:

- Activité à distance
- S'approprier le cadre juridique de la négociation sociale Identifier les acteurs de la négociation.
- Préparer stratégiquement ses négociations Définir les finalités à partir du contexte et des enjeux.
- Conduire ses négociations S'approprier les étapes clés de la négociation: exploration des positions et des attentes, confrontation des positions, synthèse des points d'accord et de divergence.
- Activités à distance

New forms of work: impacts and legal risks on the contractual relationship



DTRS-22 1 Days (7 Hours)

Description

The trend towards Uberization of the market, the growing need for flexibility and agility of companies, the technological contributions of work tools are accompanied by a necessary consideration of the needs of individuals: permanent employment in one location fixed work is no longer the only working modality. In this context, new working methods are emerging and developing: self-employment, labor lending, multi-employee work, networking platforms. These new working methods offer new perspectives and new challenges: that of management, intellectual property and legal security to avoid any risk of reclassification. This training provides an exhaustive overview of these new working methods. It provides the keys to choosing the method best suited to the business context and engaging in a fruitful and lasting collaboration.

Who is this training for ?

For whom

HR Director, HR Director. Lawyer. HR collaborator.

Prerequisites

Aucune

Training objectives

- Identify new working arrangements and their impact on the contractual relationship with the company.
- Use the form of contract or contractual relationship most suited to the company's situation.
- Secure the contractual relationship and avoid the risks of requalification.

Programme:

- En amont du présentiel
- Recenser les modalités de travail et leurs spécificités
- Impact des modalités de travail sur la relation contractuelle
- Sécuriser le recours aux nouvelles modalités de travail Panorama juridique.
- Les bonnes pratiques d'une collaboration constructive
- Après le présentiel, mise en œuvre en situation de travail

Macron orders: what changes in labor law



DTRS-23 2 Days (14 Hours)

Description

The Macron orders continue the reform of labor law initiated by the Rebsamen and El Khomri laws. Some of these measures will be applied from October 2017 and more widely, from January 2018, as the decrees are published. The employment contract and its termination as well as collective bargaining are at the heart of the transformation challenges. This training deciphers what is changing and helps you update your knowledge to secure your practices. NB: This training program takes into account the latest legal developments

Who is this training for ?

For whom

Manager, HR manager, RRH, any HR employee who wishes to update their knowledge.

Prerequisites

Aucune

Training objectives

- Clarify the content of the Macron orders and their impact on the different HR aspects: collective bargaining, IRP, employment contract and its termination and other measures: teleworking
- Identify opportunities and points for vigilance regarding these orders and their implementation
- Implement new practices

Programme:

- La négociation collective et la nouvelle hiérarchie des normes
- CSE : création d'une instance de dialogue social unique et du Conseil
- Les contrats de travail et leur rupture : nouvelles dispositions
- Autres mesures

Organize professional elections to set up the CSE



DTRS-24 2 Days (14 Hours)

Description

The Macron orders provide for the establishment of a single social dialogue body: the CSE (Economic Social Committee) with the merger of the CE, DP, CHSCT. Companies are thus faced with the choice of letting corporate mandates run until their end - at the latest until December 31, 2019 - or calling early professional elections. Behind the election result lie important issues for unions and for business. The risks of elections being canceled are significant. It is therefore essential that the company can count on reliable, organized HR employees capable of guaranteeing the smooth running of elections and the preparation of meetings with staff representatives.

Who is this training for ?

For whom

RRH, responsible for social relations. HR employee in charge of social relations and/or organizing professional elections. HR assistant/manager in charge of social relations.

Prerequisites

Aucune

Training objectives

- Identify the composition of the CSE and its articulation with the CSSCT.
- Define the content of a pre-electoral protocol.
- Deploy the different means of voting. Supervise the entire voting process.
- Secure the transition between old and new bodies.

Programme:

- Organiser les élections du CSE avec le nouveau calendrier électoral
- 3112219 Organiser le processus des élections professionnelles
- Négocier le protocole d'accord pré-électoral (PAP) Convocation des OS.
- Superviser le déroulement de l'élection Déroulement et contrôle du scrutin. Dépouillement et calcul des résultats.
- Mettre en place le CSE

Perfectionnement pratique des membres de la CSSCT



DTRS-25 2 Days (14 Hours)



Description

Article L2315-18 of the labor code applicable from 2018 provides that members of the CSE or CSSCT must benefit from training of at least 3 days as part of the exercise of their function, in matters of health, safety and working conditions. This training is complementary to the training of members in matters of SSCT. It allows you to strengthen your knowledge and go further in practice. This training is approved by the Ministry of Labor and provides the tools necessary to carry out your missions.

Who is this training for ?

For whom

This training is aimed at members of the CSE and CSSCT who have followed training 9061 "CSE, CSSCT: training of members in health, safety and working conditions" or who have acquired fundamental skills in health, safety and working conditions.

Prerequisites

Aucune

Training objectives

- Fully exercise your SSCT mission with strong added value to position yourself as a constructive and proactive interlocutor

Programme:

- En amont du présentiel
- Identifier les missions de la CSSCT en matière de santé sécurité et conditions de travail Être informé, consulté, analyser les risques, enquêter, inspecter et être force de proposition.
- Analyser les risques de son secteur et de son entreprise pour exercer son rôle de prévention
- Btir un plan d'actions de prévention des risques adapté
- Communiquer efficacement auprès des acteurs de la santé sécurité au travail
- Après le présentiel, mise en œuvre en situation de travail

Practical development of CHSCT members



DTRS-26 2 Days (14 Hours)

Description

Beyond the functioning of the body, it is essential that the members of the CHSCT acquire sufficient knowledge in order to develop their added value. Effectively using the different means provided for by the texts allows the members of the CHSCT to be real forces of proposal for the prevention of professional risks. Finally, being able to communicate effectively during meetings allows CHSCT members to better communicate with the employer. This training is structured around these axes. NB: This training program takes into account the latest legal developments. Training approved by the Ministry of Labor

Who is this training for ?

For whom

Designated member representing CHSCT staff. Secretary of CHSCT. This training is reserved for members of the CHSCT (training provided for in article L 4614-14 of the labor code for which Skills Campus is approved by ministerial decree). CHSCT presidents will be able to follow the training 'Presiding effectively at the CHSCT' (ref. 6887).

Prerequisites

Aucune

Training objectives

- Master the legal framework and the various tools available to the CHSCT.
- Communicate effectively during meetings and be proactive in making proposals.

Programme:

- Rappel des missions du CHSCT
- Agir et prévenir les risques professionnels
- Communiquer efficacement et participer activement aux réunions du CHSCT
- Activité à distance

Managing social relations



DTRS-27 6 Days (42 Hours)

Description

Successive reforms in terms of representativeness and social dialogue have reinforced the importance of social negotiation on broader themes to make it a lever for economic and social performance. But competitiveness is also won in the field of social relations. Beyond legal obligations, it is in daily relationships with the different authorities that tomorrow's negotiations are built. How to build lasting relationships and establish quality dialogue? How can we better understand the logics of actors and the levers of power that govern social relations? How can we introduce other rules of the game taking into account legal compliance and social opportunity? HR players, during this training in social relations, we will provide you with concrete answers to all of these questions and tools allowing you to take or regain the initiative in the social field. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

HR Director. HR manager. Responsible for social relations. School manager. HR executive responsible for preparing, leading or attending social meetings and negotiations.

Prerequisites

Aucune

Training objectives

- Master the framework of social dialogue, know the actors and constraints.
- Master the legal framework of social relations.
- Lead the different bodies.
- Prepare and negotiate effectively.
- Develop a relevant methodology for managing social relations.
- Anticipate and manage social conflicts.
- Develop social dialogue.
- Gain behavioral agility in negotiation situations.

Programme:

- Activité à distance

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- Comprendre le fonctionnement des relations sociales
- S'approprier les logiques des acteurs syndicaux
- Cerner le rôle des acteurs du dialogue social: attributions, droits et obligations
- Pratiquer les relations sociales au quotidien
- Activités à distance
- Négocier efficacement un accord d'entreprise
- Anticiper les tensions sociales
- Gérer le conflit lorsqu'il survient

Effectively chair the CHSCT



DTRS-28 2 Days (14 Hours)



Description

Created in 1982 by the Auroux laws, the CHSCT is a relatively recent body, whose contours have evolved over the years. Health/safety legislation in recent years has increasingly strengthened the role of this body. Since 2002, clarifications have been made to the 'perimeter' of its field: it is responsible for contributing to the safety and protection of the physical and mental health of employees. Vast program! Little by little, the CHSCT is becoming essential in the implementation of many major projects. Chairing this body requires increasingly assertive skills, both technical and relational. This training, through the alternation of summaries, examples and professional situations, provides the President of the CHSCT with the keys to succeed in this mission. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

President or future president of CHSCT. Companies that have implemented the CSSCT can follow 'Chair and lead the CSSCT' Ref. 9060.

Prerequisites

Aucune

Training objectives

- Master the regulatory framework of the presidency.
- Know the practical functioning and the missions.
- Optimize the progress of committee meetings.
- Resolve the practical difficulties linked to the presidency of this institution.
- Define a prevention policy.

Programme:

- Maîtriser le rôle du
- Cerner les moyens de fonctionnement
- Organiser et animer les réunions du CHSCT Fixer les dates de réunions et convoquer.
- Cerner le rôle du président dans la réalisation des missions du
- Définir et mettre en place une politique de prévention

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Effectively chair the Works Council



DTRS-29 2 Days (14 Hours)

Description

The Works Council's missions continue to expand and make it an essential partner in the company's social policy. As Chairman of the Works Council, your role is essential in establishing and preserving constructive social dialogue. These functions require strong skills both technically and relationally. What are the new obligations of the CE and mandatory consultation topics following the employment security law of June 2013, the law on social democracy of March 2014 and the reform of social dialogue in 2015? What are the possibilities of calling on an expert? How to negotiate the agenda and lead the debates? What attitudes should we adopt to encourage the adoption of acceptable and lasting rules of the game? This training, through the alternation of summaries, examples and professional situations, will provide you with the skills necessary to succeed in this mission and contribute to maintaining a quality social climate in the company. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

President or future president of CE. Executive called upon to replace or assist the president during meetings. Companies that have implemented the CSE can follow the 'Chairing and leading the CSE' training (ref. 9039).

Prerequisites

Aucune

Training objectives

- Master the regulatory framework of the presidency of the EC.
- Know the practical functioning and missions of the EC.
- Optimize the progress of committee meetings.
- Ensure your role as president and manage EC meetings.

Programme:

- Maîtriser le rôle du
- Valider le fonctionnement du CE Rédiger ou formaliser le règlement intérieur.
- Organiser les réunions du CE
- Animer les réunions du CE et gérer les situations d'exception

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- Évaluer les droits et devoirs du président Informer le CE en temps utile.
- Activité à distance

Chair and lead the Health, Safety and Working Conditions Commission - CSSCT



DTRS-30 2 Days (14 Hours)

Description

The Macron orders of September 2017 resulted in the creation of the CSE. This creation is accompanied by the establishment of a Health, Safety and Working Conditions Commission (CSSCT) obligatory for companies with more than 300 employees and in high-risk establishments (nuclear, SEVESO), at the request of the labor inspector or as part of a company agreement. This training presents the missions of the commission and the role of its President in coordination with the CSE. through the alternation of summaries, examples and professional scenarios, this training provides the President of the CSSCT with the technical and behavioral keys to succeed in this mission.

Who is this training for ?

For whom

This training is aimed at the President, future President of the CSE and the CSSCT.

Prerequisites

Aucune

Training objectives

- Master the roles and responsibilities of the CSSCT as part of its mission of health, safety and working conditions.
- Adapt the methods, tools and behaviors to prevent professional risks and improve working conditions.
- Define a policy risk prevention, by involving the CSSCT.

Programme:

- Maîtriser les rôles et les missions du
- Mesurer les obligations et responsabilités de l'employeur
- Cerner le rôle du
- Agir et appliquer les procédures d'urgence

Chair and lead the CSE (Social and Economic Committee)



DTRS-31 2 Days (14 Hours)



Description

The merger of staff representative bodies positions the Works Social Committee as an essential partner in the company's social policy. As Chairman of the Works Social Committee, your role is essential in establishing and preserving constructive social dialogue. These missions require strong skills both technically and relationally. What are the new obligations of the CSE and the mandatory consultation topics following the Macron orders of September 22, 2017? What new perspectives do they open up for social dialogue? What posture should we adopt to build new acceptable and lasting rules of the game? This training, through the alternation of summaries, examples and professional situations, provides you with the skills necessary to succeed in this mission and contribute to the implementation and maintenance of a quality social climate in the business. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Any person required to chair the CSE or assist it. HR Director/RRH. Responsible for social relations. Responsible for social relations missions. HR collaborator.

Prerequisites

Aucune

Training objectives

- Establish and maintain a constructive social dialogue.
- Understand the functioning and responsibilities of the CSE.
- Master the legal framework of the CSE.
- Adopt the right posture.
- Organize and lead CSE meetings.

Programme:

- En amont du présentiel
- Identifier la place du CSE dans le dialogue social Rôle des IRP : CSE
- 5Maîtriser les règles de fonctionnement du CSE

- Cerner les moyens de fonctionnement du CSE
- S'approprier les différentes missions du CSE Missions économiques.
- Organiser et animer les réunions de CSE
- Anticiper les possibilités de recours du CSE et s'adapter Réagir au déclenchement des droits d'alerte du CSE. Gérer le recours du CSE à des experts. Après le présentiel, mise en œuvre en situation de travail

Successfully integrating and retaining workers with disabilities in employment



DTRS-32 1 Days (7 Hours)

Description

How to promote real integration of people with disabilities in business? How to take into account the consequences of disability on work situations? How can we build the means of compensation, increase employability and thus restore equal opportunities for access to long-term employment? How to manage incapacity issues in a more restrictive legal context? Managing disability and incapacity is a societal responsibility. Any employment policy in favor of workers with disabilities creates added value in terms of human resources management, image and mobilization of energies. This is both an asset and a challenge for the HR function.

Who is this training for ?

For whom

Disability Mission Manager, disability correspondent and referent. HR Director, RRH, Director and head of establishment who want to master the issues and discover the tools to drive a dynamic of disability integration and incapacity management.

Prerequisites

Aucune

Training objectives

- Mastering the disability environment in the professional environment
- Recognize disability situations and develop means of compensation
- Successfully integrating a disabled worker
- Conduct an interview with a person with a disability

Programme:

- Maîtriser l'environnement du handicap en milieu professionnel Dépasser les stéréotypes sur le handicap.
- Reconnaître les situations de handicap et développer les moyens de compensation
- Conduire un entretien avec une personne en situation de handicap

Succeed in your PD meetings and union relations



DTRS-33 2 Days (14 Hours)

Description

You lead or will soon lead meetings with Staff Delegates (PD). You have to manage relations with the Union Delegates (DS) on a daily basis. Aware of the need to build quality social dialogue, you want to better understand your interlocutors and identify the obstacles to building a balanced and constructive relationship. Beyond essential legal knowledge, this practical training will help you build a progress plan allowing you to deal with the most tense situations and create social dynamics.

Who is this training for ?

For whom

Company or establishment manager, site director, Human Resources manager. Delegated executive having to manage PD meetings and daily relations with union delegates.

Prerequisites

Aucune

Training objectives

- Master the missions of staff delegates (DP), union delegates and Union Section Representatives (RSS)
- Prepare and lead PD meetings
- Understand the drivers of union intervention
- Dealing with exceptional situations and face-to-face interview with a delegate
- Develop responsiveness in daily relationships with elected or designated officials

Programme:

- Activité à distance
- Rappel des missions des DP, RSS et délégués syndicaux
- Intégrer les logiques de l'acteur syndical et les enjeux de rapport de force
- Préparer efficacement une réunion
- Tenir et gérer la réunion de DP
- Conduire des entretiens avec les délégués syndicaux

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- Faire face aux situations d'exception
- Activités à distance

Collective Conventional Termination, Voluntary Departure Plan and PSE



DTRS-34 2 Days (14 Hours)



Description

Adjusting the workforce to the current needs of companies is a major challenge in a fluctuating economic context. The Macron orders of September 2017 introduced flexibility for companies with a new restructuring system: the collective contractual termination. The collective contractual termination complements existing systems: the job protection plan (PSE) and the voluntary departure plan (PDV). This training helps you to master the legal framework of these different systems and to implement them in the context adapted to your company.

Who is this training for ?

For whom

HR Director, HR Director. Responsible for social relations. Lawyer. Entrepreneur.

Prerequisites

Aucune

Training objectives

- Master the different mechanisms for collective termination of the employment contract: PSE, PDV and collective conventional termination
- Understand the contributions of Macron's orders to existing systems: PSE and PDV
- Appropriate the legal framework of collective contractual termination
- Use these three devices taking into consideration the economic situation of the company

Programme:

- En amont du présentiel
- S'approprier le cadre juridique d'un PSE Enjeux d'une réorganisation et impact sur l'emploi.
- Cerner les enjeux d'un plan de départ volontaire
- Appréhender le dispositif de rupture conventionnelle collective
- Mettre en place le dispositif adapté aux situations

Health - Safety: the key points of the regulations



DTRS-35 2 Days (14 Hours)

Description

Health/safety is now an obligation of results for the company. If legal compliance is not enough, it is a necessary step. But how do you find your way and navigate the complexity of the texts? What obligations and controls should be applied to limit liability and to implement a prevention approach? This training allows you to answer these questions to secure your practices. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

Director and site and establishment manager. HR and HR. Production manager. General services manager. Manager, Occupational Health and Safety Facilitator. Quality, Safety, Environment (QSE) Manager. Person designated to take care of the protection and prevention of professional risks.

Prerequisites

Aucune

Training objectives

- Have up-to-date knowledge of the legislative framework
- Identify the main obligations applicable to the company and respond to them
- Determine the key points for the operational application

Programme:

- Les principales obligations de l'entreprise en matière de santé et de sécurité L'obligation générale de prévention. L'évaluation des risques.
- Améliorer les conditions de travail des salariés
- Les obligations administratives et périodiques
- Gérer les relations avec les instances du personnel Référent santé et sécurité. Le CHSCT / CSSCT.
- Les obligations et les conséquences des accidents du travail

Secure the use of fixed-term contracts, temporary work, subsidized contracts, internships, etc.



DTRS-36 2 Days (14 Hours)



Description

Forms of employment other than permanent contracts (CDD, temporary work, subsidized contracts, etc.) are increasing. According to a recent DARES study, in ten years, the use of fixed-term contracts and temporary work has more than doubled. However, although appearing more flexible than the CDI, the use of this type of contract in France is very regulated and presents a lot of legal risks. When can we use fixed-term contracts or temporary work? In what cases can we use the fixed-purpose fixed-term contract? Can we use the fixed-term contract as a trial period? What are the possible cases and maximum renewal duration? What are the legal developments in this area and the risks involved? So many questions that we offer you to answer in this training. NB: This training program takes into account the latest legal developments.

Who is this training for ?

For whom

HR manager, HR manager, Human Resources assistant.

Prerequisites

Aucune

Training objectives

- Master all the rules governing the use of fixed-term contracts and temporary work
- Avoid the risks of reclassification as a permanent contract
- Use risk-free internships
- Choose the most appropriate assisted contract

Programme:

- Identifier les cas de recours aux CDD et à l'intérim
- Rédiger le contrat Durée : terme précis ou imprécis.
- Gérer le statut des salariés en CDD ou en intérim Respecter les formalités d'embauche : DUE ; visites médicales ; l'accueil... Gérer les droits à congés payés.
- Maîtriser les risques encourus

- Gérer sans risque les stages et les contrats dérogatoires Les stages : les précautions à prendre ; les pièges à éviter.

Contract law and legal aspects of purchasing



DTRS-37 2 Days (14 Hours)

Description

General purchasing conditions (CGA) of your company compared to the general conditions of sale (CGV) of your supplier; rate of economic dependence on a supplier, exact date of transfer of ownership, responsibilities, financial guarantees, recent developments in the law, etc. To draft reliable contracts, you must both know all these elements and take into account the specific vocabulary to contract law. This is the purpose of this training.

Who is this training for ?

For whom

Buyer. Project buyer. Purchasing Manager.

Prerequisites

Aucune

Training objectives

- Become familiar with contract law.
- Analyze and measure contractual risks.
- Draft the essential clauses.
- Master the prerequisites for optimizing negotiation.
- Dialogue professionally with lawyers.
- Master the legal principles of responsible purchasing.

Programme:

- Maîtriser les règles de formation du contrat d'achats
- Rédiger les clauses essentielles du contrat d'achat
- Suspendre ou sortir d'un contrat
- Identifier les risques liés à certains contrats

Law and the Internet: risks and responsibilities of the company



DTRS-38 2 Days (14 Hours)

Description

This seminar will allow you to evaluate and limit the responsibilities and legal risks linked to the Internet for your business, by understanding the legal environment of the Internet, but also through the security of contracts and online transactions, in a legal context requiring respect for personal data.

Who is this training for ?

For whom

Business leaders, e-business development managers, managers, lawyers, litigation department employees.

Prerequisites

Aucune

Training objectives

- Know the legal environment of the Internet Secure online contracts Identify and limit risks linked to personal data Identify the responsibilities linked to the dissemination of illicit content Effectively secure online transactions and payments Avoid and manage Internet-related disputes

Programme:

- Connaître l'environnement juridique d'Internet
- Sécuriser les contrats de vente et de prestations de services en ligne
- Identifier et limiter les risques liés aux données personnelles
- Sécuriser efficacement les transactions et les paiements en ligne
- Publicité sur Internet : quelles sont les contraintes ?
- Eviter et gérer les contentieux liés à Internet
- Droit du travail et Internet : savoir limiter les conflits.

Paper and electronic invoice: comply with legal and tax rules



DTRS-41 2 Days (14 Hours)



Description

This training will allow you to master the legal and tax rules in force to issue and require compliant invoices. You will also learn how to manage issues related to securing electronic and dematerialized invoices. At the end of this training, you will be able to produce compliant and secure invoices with full knowledge of the facts.

Who is this training for ?

For whom

Managers and collaborators of accounting services, administrative and financial managers and all people involved in invoicing operations.

Prerequisites

No special knowledge.

Training objectives

- Prepare invoices that comply with legal and tax rules
- Correctly apply VAT rules
- Secure the dematerialization of your invoices
- Prevent the risks of non-compliance with invoicing rules

Programme:

- Maîtriser le formalisme des factures
- Les règles applicables aux factures électroniques et dématérialisées
- Connaître les règles de conservation des factures
- Prévenir les risques fiscaux d'un respect insuffisant des règles

Contract negotiation: mastering all aspects



DTRS-40 3 Days (21 Hours)

Description

Training intended for all those who wish to negotiate a contract with the best chance of success: master the legal aspects, measure the issues, avoid errors during negotiation.

Who is this training for ?

For whom

This training is aimed at directors, managers, managers and consultants.

Prerequisites

No special knowledge.

Training objectives

- Master the legal aspects
- Measure the issues and prepare to negotiate
- Avoid mistakes during negotiation
- Conclude a profitable agreement during a negotiation session
- Understand the risks linked to non-performance of contracts

Programme:

- Maîtriser les principes essentiels de la rédaction du contrat
- La négociation du contrat
- Avant la négociation du contrat
- Conduire une séance de négociation de contrat
- Construire une argumentation pour conclure à un accord profitable
- Savoir conclure
- Les risques et les procédures liées à l'inexécution des contrats