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Improve the relationship with the user



SP-1 2 Days (14 Hours)

Description

In recent years, the service relationship between the administration and its users has considerably improved. Tools such as smartphones, internet and tablets dematerialize procedures and simplify access to documents and administrative formalities. Beyond that, the public expects from public service agents precise information, good orientation, a personalized response, compliance with deadlines, a close relationship and responsiveness in face-to-face and telephone contacts. Whatever your experience and to better experience your role as an agent, this training is a privileged moment to take stock and provide the quality of service expected by users.

Who is this training for ?

For whom

Any person from an administration in contact with the public. Agent in reception situation.

Prerequisites

Aucune

Training objectives

- Welcome with professionalism.
- Develop a user-oriented mindset.
- Strengthen the impact of your communication.
- Enhance your actions and gain confidence in a face-to-face situation.
- Be more at ease in delicate situations.
- Promote the action of public agents and support them in the development of their reception professions.
- Facilitate the public's procedures.

Programme:

- Réussir le premier contact : 20 secondes pour faire bonne impression
- Communiquer de façon constructive : gagner la confiance de l'utilisateur
- Proposer une solution adaptée à l'utilisateur : convaincre l'utilisateur

- Gérer les situations délicates : garder la relation avec l'utilisateur
- Prendre congé : rendre l'utilisateur ambassadeur de l'établissement
- Après le présentiel, mise en œuvre en situation de travail

Collaborate with all stakeholders in a public project



SP-51 2 Days (14 Hours)

Description

Contributing effectively to a project requires understanding the process and clearly identifying the role of each participant. This course will help you position yourself within the project team and manage the delicate balance between daily activity and individual contribution to the project.

Who is this training for ?

For whom

All contributors to a project (experts, support, managers, etc.) and all managers who wish to understand the project mode and manage their collaborators involved in projects.

Prerequisites

- No special knowledge.

Training objectives

- Understand the project approach
- Identify the role of the different actors in the project
- Define your own positioning in the project
- Balancing contribution to the project and business activity
- Know how to communicate with project team members

Programme:

- Qu'est-ce qu'un projet ? Les contraintes d'un projet
- La démarche d'un projet
- Les différents contributeurs d'un projet, leurs rôles
- Ma position dans le projet
- Vivre au sein d'une équipe projet
- Le mémo du contributeur

Public accounting: the fundamentals



SP-3 2 Days (14 Hours)

Description

Public accounting makes it possible to financially translate a policy, to inform and to control the use of public funds. It has evolved profoundly to improve the quality of accounts and guarantee financial and accounting transparency. Its high stakes make it essential to know and understand its rules.

Who is this training for ?

For whom

Public sector executives and agents responsible for accounting and budgetary management.

Prerequisites

Aucune

Training objectives

- Master the principles of public accounting
- Apply the rules imposed by constantly evolving regulations

Programme:

- Activité(s) individuelle(s) de démarrage
- Première classe virtuelle
- Deuxième classe virtuelle
- Entraînement ou mise en application
- Troisième classe virtuelle

Knowledge of Public Institutions and the Civil Service



SP-51 2 Days (14 Hours)

Description

This training in preparing for administrative competitions is designed to help participants better understand the specific rules and principles of the French civil service, as well as the latest ongoing reforms, such as the civil service transformation law, national representativeness, regionalization, staff status, the metropolis and new authorities. With more than 5 million civil servants and 200 professions divided into sectors, the civil service occupies an important position in the French economy, reflecting the conception of the State and French administrative institutions. This training will allow participants to acquire the essential bases to succeed in administrative competitions.

Who is this training for ?

For whom

- Any person preparing for administrative competitions.
- Public official wishing to consolidate their knowledge.
- Any person in charge of public sector clients.

Prerequisites

- Aucun.

Training objectives

- Understand the roles of French administrative institutions
- Take ownership of current reforms to work with the public sphere

Programme:

- S'appropriier les fondamentaux du droit constitutionnel français
- Découvrir le fonctionnement des institutions politiques françaises
- Les collectivités territoriales
- Services publics, établissements publics, entreprises publiques
- La fonction publique en droit français

Build a Specification of Special Technical Clauses (CCTP)



SP-5 2 Days (14 Hours)

Description

Any act of public purchasing aims to satisfy the internal customer. To do this, the definition of the need must be optimized in order to provide effective solutions. The process of organizing and drafting functional specifications allows us to provide a relevant response to the act of purchasing. This implies having fully understood the needs of the internal customer and having taken the time to 'sit down' to define the expected functionalities.

Who is this training for ?

For whom

Any person responsible for managing a public purchase or purchasing project. Any person participating in the purchasing specifications. Any user who expresses a need that can only be satisfied by a purchase.

Prerequisites

Aucune

Training objectives

- Clarify needs and express them
- Write specifications representative of the needs
- Establish the project framework and the product concept

Programme:

- Comprendre le cadre juridique
- Recherche, identification et expression du besoin
- Traduire des besoins en fonctions et en niveau de performance
- Organiser et hiérarchiser des fonctions afin d'organiser la sélection
- Rédiger un cahier des charges fonctionnel

Dematerialization of public purchasing



SP-51 2 Days (14 Hours)

Description

This training aims to help participants adapt their practices to new dematerialized public purchasing processes. Since October 1, 2018, almost all public contracts must be dematerialized, which has a significant impact on purchasing procedures. Digital transformation requires an evolution of the organization, processes, practices, buyer profile, as well as the consideration of new essential tools. It is important to respect the new regulations relating to public purchasing and to take into account the much broader security issues.

Who is this training for ?

For whom

Person in charge of public procurement on the buyer or supplier side. Person involved in securing electronic exchanges in public markets.

Prerequisites

- Aucun.

Training objectives

- Contribute to securing public procurement procedures
- Discover new electronic tools and techniques linked to dematerialization
- Adapt your practices

Programme:

- En amont du présentiel
- La réglementation liée à la dématérialisation des marchés publics
- Les conséquences sur les procédures de passation de marchés publics
- Les contraintes techniques et sécuritaires à intégrer
- Les changements organisationnels à prendre en compte
- Après le présentiel, mise mise en œuvre en situation de travail

Deontology and ethics of public decision-makers



SP-7 1 Days (14 Hours)



Description

Thanks to this training, you will be able to define the risk map of ethical and professional non-compliance of your organization, by estimating your level of exposure to risks. You will also discover the corpus of ethical rules to which all public decision-makers are subject and the methods for deploying an ethical code. The business processes of your community or organization and the main control activities aimed at reducing the level of exposure to the risk of ethical non-compliance will also be analyzed.

Who is this training for ?

For whom

Senior civil servants, elected officials, members of a General Directorate of Services wishing to protect themselves from the risks of ethical and professional non-compliance.

Prerequisites

Aucune

Training objectives

- Define the characteristics of building a robust and lasting ethical compliance system.
- Prevent the calling into question of the criminal and/or civil liability of public decision-makers by reducing the level of exposure to fraud risks.
- Build a system of ethical compliance compatible with the law on public freedoms and preventing the risk of violation of the person's private life.

Programme:

- En amont du présentiel
- Les principes généraux sur la déontologie et l'éthique des affaires
- Les cas particuliers de remise en cause de la responsabilité pénale
- Le cas particulier des dirigeants publics administrateurs de sociétés
- Le dispositif de conformité éthique
- Les procédures d'investigation en cas d'infraction
- Après le présentiel, mise en œuvre en situation de travail

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The HR function in the public sector



SP-8 2 Days (7 Hours)

Description

Integrating a human resources function into a public establishment requires not only knowing the applicable regulations but also the practices specific to the sector. In addition, current events require consideration of the reform of the status of civil servants in a context of strong budgetary constraints.

Who is this training for ?

For whom

Any person joining a human resources department within a public establishment.

Prerequisites

Aucune

Training objectives

- Clarify the specificities linked to the legislation and practices of the public sector in terms of human resources management
- Comply with regulations following very recent developments
- Master the main stages of an agent's career management: from recruitment to the end of career through mobility
- Discover the rules for remuneration of agents based on their status

Programme:

- En amont du présentiel
- L'entrée dans la fonction publique
- Le déroulement de la carrière
- La rémunération des agents publics
- Les organismes paritaires
- Après le présentiel, mise en œuvre en situation de travail

Secularism in the public sector



SP-9 2 Days (14 Hours)

Description

Often invoked and nevertheless little known, the city is a precise legal concept, governed by legislative texts and the subject of multiple administrative and European case law. In this regard it imposes obligations on public and private employers but also on their employees as well as rights on users of public space. During the training, regulatory and legislative texts, as well as legislation will be presented and interpreted using concrete cases.

Who is this training for ?

For whom

Agents, supervisory staff and decision-makers in the public sector. Staff of a company carrying out a public service mission.

Prerequisites

Aucune

Training objectives

- Respect the rules imposed by law regarding religious freedom and the neutrality of all public institutions.
- Distinguish the rights and obligations of agents and users of public space in matters of secularism/neutrality of the public service.

Programme:

- En amont du présentiel
- Qu'est-ce que la laïcité ?
- Les obligations de chacun en matière de laïcité
- La conciliation entre l'exercice de la liberté de culte et le principe de laïcité
- Après le présentiel, mise en œuvre en situation de travail

Payroll in the public sector



SP-51 2 Days (14 Hours)

Description

Payroll management in the public sector may be faced with various situations that require special attention. This training aims to help participants develop a complete payroll system, including the elements necessary for creating pay slips. It also addresses the latest legal and regulatory developments linked to the transformation of the civil service.

Who is this training for ?

For whom

HR, HR in the public sector. Director or personnel manager in the public sector. Payroll manager or manager in the public sector.

Prerequisites

None.

Training objectives

- Control payroll in the public sector.
- Identify different situations and their impacts on payroll.
- prepare pay slips.

Programme:

- La fonction publique et les agents de l'administration
- Les acteurs de la paie
- Le fondement du droit au traitement, les grands principes de la rémunération
- Le formalisme de la paie, le circuit de la paie et le calendrier de la paie
- Les éléments positifs : rémunération principale et complémentaire
- Les éléments négatifs : contributions et cotisations sociales
- Les variations de la rémunération : situation des agents en arrêt de travail

The responsibility of the administration and public officials



SP-11 2 Days (14 Hours)



Description

Faced with the increase in their areas of intervention and their fields of competence, public managers are increasingly confronted with a potential commitment of their responsibilities, whether administrative, political, civil, financial, disciplinary or even criminal. . Today, more than ever, it is necessary to identify the conditions for implementing the responsibility of managers in charge of 'public affairs'.

Who is this training for ?

For whom

Public sector agents and managers.

Prerequisites

Aucune

Training objectives

- Protect yourself against the commitments of your responsibility in the exercise of your functions.
- Determine in which cases the agents may personally be concerned.

Programme:

- En amont du présentiel
- La responsabilité de l'administration publique
- La responsabilité des agents publics
- L'organisation juridictionnelle française
- Après le présentiel, mise en œuvre en situation de travail

Budgetary and accounting procedure



SP-12 2 Days (14 Hours)

Description

Budgetary and accounting procedure

Who is this training for ?

For whom

elected official, executive of a public entity, wishing to learn public accounting. Manager, private sector executive. Chartered accountant called upon to work with or for local authorities.

Prerequisites

Aucune

Training objectives

- Understand accounting procedures.
- Understand local taxation.

Programme:

- Les principes budgétaires et comptables
- Les documents
- L'exécution du budget : de l'ordonnateur au comptable
- L'instruction comptable et budgétaire
- La fiscalité locale
- Les emprunts pour financer les investissements

★★★★★

SP-13 2 Days (14 Hours)

Reorganizing following regionalization and the new missions of Territorial Authorities is imperative. To do this, it is essential to develop a 'process and risk' methodology and culture. This training will allow you to define the key professions associated with the creation of new regions. It will allow you to identify the processes that create value for your community and to identify those that can be outsourced or eliminated via the 'Value Up' methodology. Likewise, areas where inter-community processes are shared will be addressed with the associated constraints impacting information systems.

For whom

Within Territorial Authorities: Internal Audit Department; General Directorate of Services; Quality management; Management Control and Performance Department; elected (departmental, regional, municipal councilor).

Prerequisites

Aucune

- Define segmentation logics for local authorities involved in the redefinition of the new French regions.
- Ensure its missions by mobilizing the resources just necessary.
- Master a proven analysis and implementation methodology.
- Identify cost synergies while increasing the quality perceived by users between different public actors in the new regions.
- Methodically develop a process and risk management culture.

- En amont du présentiel
- Analyse et cartographie des processus existants
- Définir l'organisation cible

- Mettre en œuvre la nouvelle organisation par processus
- Tableau de bord et pilotage
- Après le présentiel, mise en œuvre en situation de travail

Managing a team in the Public



SP-14 2 Days (14 Hours)

Description

Private management techniques cannot be transposed to the public service, without first knowing the specificities of the Administration, whether state, hospital or territorial. In a context of budgetary restrictions and optimization of resources, knowing the specificities of the public sector in order to manage effectively, becomes essential in the management of public entities.

Who is this training for ?

For whom

Public sector agent taking on management functions. Manager or future manager in the private sector integrating the public sector.

Prerequisites

Aucune

Training objectives

- Integrate the specificities of the public sector to adapt its managerial practices.
- Confront people with very different statuses and hierarchical positions.
- Meet the expectations of the administration.
- Respect the specific legal constraints linked to the supervision of agents.

Programme:

- En amont du présentiel
- Identifier les singularités du Secteur Public impactant le manager
- Techniques managériales pour mieux se positionner et s'affirmer
- Anticiper et gérer des conflits
- Après le présentiel, mise en œuvre en situation de travail

Implementing GPEEC in the public sector



SP-15 2 Days (14 Hours)

Description

The GPEC or GPEEC is also intended to be preventive for the structure concerned. It makes it possible to act coherently in order to reduce the gaps between needs and the resources available within the framework of a defined policy. The implementation of the GPEEC in the public service is conducted as a real project taking into account all the human components and the constraints linked to the public service. This is the objective of this training.

Who is this training for ?

For whom

Executive and HR manager. HR function agent. Any manager (general manager, department head).

Prerequisites

Aucune

Training objectives

- Pilot a GPEC or GPEEC project in the public sector.
- Have the methods and tools necessary for the project.
- Implement these methods for effective GPEEC in the public sector.

Programme:

- Placer la GPEEC dans le contexte spécifique du secteur public
- Acquérir des méthodes et des outils pour mener un projet GPEEC au sein d'une administration
- Mettre en place une démarche de mobilité interne
- Identifier un dispositif d'évaluation en cohérence avec la GPEEC
- Communiquer autour de la GPEEC

Effectively negotiate your public purchases



SP-16 2 Days (14 Hours)

Description

Public establishments, due to the economic and political environment, are facing a drop in their 'revenues'. To best optimize their purchasing capacities, negotiation constitutes an operational and efficient lever.

Who is this training for ?

For whom

Responsible for procurement services responsible for negotiating and awarding public contracts.
Agent responsible for negotiating and awarding public contracts.

Prerequisites

Aucune

Training objectives

- Prepare and organize a negotiation.
- Lead a negotiation within the framework of a public market.

Programme:

- Les formes de négociation offertes par le Code des Marchés Publics
- La négociation dans le domaine des achats publics
- Préparer la négociation
- Mener la négociation
- Conclure un accord négocié
- Faire le bilan de la négociation

Managing the payroll in the public sector



SP-17 2 Days (14 Hours)

Description

Understanding the mechanisms of the payroll in the public sector also allows us to understand its specific characteristics. By using the right associated management tools, managing this payroll becomes easier by taking into account the causes of variation.

Who is this training for ?

For whom

HRD, RRH in the public sector. Personnel administration manager in the public sector. Payroll manager in the public sector.

Prerequisites

Aucune

Training objectives

- Manage the payroll.
- Anticipate and act on changes in the payroll.

Programme:

- La masse salariale dans le secteur public
- Les outils de pilotage de la masse salariale
- Masse salariale : comment la maîtriser ?
- Les indicateurs pour le tableau de bord
- L'analyse

Write administrative documents



SP-18 2 Days (14 Hours)

Description

The uses and formalism of written exchanges in the public service, and now digital tools, require precise skills on the part of agents. This training will help you step by step to improve your practices in choosing the type of document to produce, respecting the formal rules and adapting it to its recipient while remaining very convincing.

Who is this training for ?

For whom

Any public service agent (territorial, hospital and state).

Prerequisites

Aucune

Training objectives

- Satisfy the requester.
- Choose the right documents according to the request
- Convince internally thanks to appropriate formalization.
- Quickly identify the key ideas of an administrative document.

Programme:

- En amont du présentiel
- Rédiger des notes administratives internes à l'organisme
- Construire des notes administratives externes à l'organisme
- Élaborer une fiche de propositions
- Pratiquer la correspondance numérique
- Après le présentiel, mise mise en œuvre en situation de travail

Respond to and win a public procurement call for tenders



SP-19 2 Days (14 Hours)



Description

The public sector represents a target with high potential, particularly for SMEs. However, the practices usually used successfully with other clients must be adapted. Indeed, not only are public procurement regulations and uses specific to the sector, but they are currently evolving rapidly. Taking into account recent developments in public legislation will allow you to take advantage of new opportunities in terms of innovation and upstream relationships with your client.

Who is this training for ?

For whom

Field salesperson, business engineer, wishing to invest in the public sector. Sales manager wishing to support his teams in conquering the public sector. Key account salesperson or Key Account Manager (KAM) in charge of the public sector.

Prerequisites

Aucune

Training objectives

- Invest sustainably in the public sector by adapting to its specificities.
- Identify the essential rules and the different stages of a public market.
- Adapt the form and substance of its offer to the specific needs of public sector stakeholders.
- Take advantage of the new opportunities for innovation and upstream relationships with your public sector clients.

Programme:

- En amont du présentiel
- Parler le langage du secteur public
- Satisfaire au processus d'achat public
- Répondre à la consultation de l'acheteur public
- Construire et installer la relation dans la durée
- Après le présentiel, mise en œuvre en situation de travail

Preparing for a civil service exam



SP-20 2 Days (14 Hours)

Description

Access to public service jobs requires passing a competitive exam. Thanks to this internship, candidates will be able to acquire the methodology and train for the written and then oral tests of their competitions and professional exams.

Who is this training for ?

For whom

Anyone wishing to prepare for a civil service entrance exam.

Prerequisites

Aucune

Training objectives

- Integrate the specific requirements of the public sector
- Acquire the essential knowledge of the public sector
- Respect the formality of the written and oral tests of a civil service competition
- Mobilize your personal resources to maximize your chances of success in civil service competitions

Programme:

- En amont du présentiel
- Acquérir les fondamentaux du droit public
- Méthodologie pour les épreuves écrites de concours
- La préparation de l'oral
- Après le présentiel, mise en œuvre en situation de travail

Public Sector Transformation: managing with emotional intelligence



SP-21 2 Days (14 Hours)

Description

In a context of profound transformation of the public sector, the emotional dimension of management must no longer be underestimated. Indeed, emotions impact each person's personal effectiveness and contribute to collective performance within teams. This emotional intelligence training will provide participants with very operational means to identify and better understand their emotions and thus dialogue and develop confidence on a daily basis, including in a context of permanent transformation.

Who is this training for ?

For whom

Leader, manager, high-level executive in the public sector.

Prerequisites

Aucune

Training objectives

- Develop your emotional intelligence to live better and better manage periods of transformation

Programme:

- En amont du présentiel
- Comprendre et agir sur notre propre fonctionnement émotionnel
- Comprendre et agir en interaction avec les autres
- Après le présentiel, mise en œuvre en situation de travail

Understand the responsibilities of IRPs to better collaborate



SP-22 3 Days (21 Hours)

Description

Know the regulations on elective mandates and the methods of designating IRPs. Conduct the mandatory annual negotiation. Know the role and responsibilities of staff delegates, the CE, the CHSCT, the legislation relating to staff representation and the regulatory modes of relations.

Who is this training for ?

For whom

Managers, Human Resources directors, Human Resources managers and executives in relation to Staff Representative Bodies.

Prerequisites

Aucune

Training objectives

- Understand the implementation of the different IRP
- Understand the roles and limits of the different bodies
- Conduct the obligatory annual negotiation or other negotiation
- Manage the relationship with staff representatives

Programme:

- Comprendre la mise en place des différentes instances
- Délimiter le périmètre des délégués syndicaux
- Cerner la mission des délégués du personnel
- Connaître les actions du Comité d'Entreprise
- Veiller au fonctionnement régulier du CHSCT
- Maîtriser les droits et obligations des représentants du personnel
- Gérer la relation avec les représentants du personnel

Organize professional elections



SP-23 1 Days (7 Hours)

Description

This seminar will allow you to know the regulations applicable to professional elections and to master the stages of their organization. You will learn how to negotiate the pre-electoral memorandum of understanding, control the conduct of elections and prevent electoral disputes.

Who is this training for ?

For whom

Social relations managers, HR managers, HR managers and assistants, employees responsible for organizing professional elections.

Prerequisites

Aucune

Training objectives

Programme:

- La législation applicable aux élections professionnelles
- L'électorat et l'éligibilité
- L'élaboration du protocole d'accord préélectoral
- La préparation des élections professionnelles
- L'organisation matérielle des élections professionnelles
- Le déroulement des élections
- Le contentieux électoral

"Dialogue social"



SP-24 2 Days (14 Hours)

Description

Establish links and master the different stages of negotiation and consultation with all social partners. Decoding the issues and prerogatives, the rules of representativeness, the legislation governing institutional actors. Learn to lead a strategic discourse and manage conflicts.

Who is this training for ?

For whom

Anyone responsible for preparing, leading or attending social negotiations, HR managers, HR managers, social relations managers, establishment directors, SME business leaders.

Prerequisites

Aucune

Training objectives

- Master the stages of negotiation and consultation with social partners
- Understand the issues and interests of the different parties
- Lead negotiations with the aim of obtaining mutual benefit
- Manage conflicts and deadlock situations

Programme:

- La relation sociale : la loi et les acteurs
- La négociation sociale : comprendre les enjeux et les différentes phases
- Les outils pour mener une négociation efficace
- Gérer les conflits

Managing your relationships with EC members the main points of vigilance



SP-25 2 Days (14 Hours)

Description

Master the role and functioning of the works council in order to preserve social dialogue in the company. Know the duties and obligations of the employer towards the members of the works council in order to avoid any offense of obstruction. The latest provisions of the 2015 laws are discussed.

Who is this training for ?

For whom

The training is aimed at managers, Human Resources directors, Human Resources managers and executives in contact with members of the EC.

Prerequisites

Aucune

Training objectives

Programme:

- Comprendre la mise en place du CE
- Connaître l'organisation du CE
- Veiller au fonctionnement régulier du comité d'entreprise
- Maîtriser les attributions économiques du CE
- Maîtriser les attributions sociales du CE
- Comprendre les relations du CE avec les tiers
- Maîtriser les droits et les obligations des membres du CE
- Gérer la relation avec les membres du CE

Works council: the impacts of the professional security law



SP-26 1 Days (7 Hours)

Description

This internship will allow you to integrate the new provisions concerning information and consultation of elected officials. You will learn how to create and correctly populate the new database, organize the mandatory consultations as well as establish a schedule of communications and consultations for the EC.

Who is this training for ?

For whom

RRH, president of the CE, elected representatives of the works council.

Prerequisites

Aucune

Training objectives

- Define information concerning strategic orientations
- Respect the consultation procedures
- Implement the single database
- Ensure the updating of the single database

Programme:

- La nouvelle consultation sur les orientations stratégiques
- La mise en oeuvre de la base de données
- L'alimentation de la base de données
- Les nouvelles modalités régissant la consultation des élus
- Le recours aux experts
- Synthèse des différentes informations par consultations

Become a staff representative



SP-27 1 Days (7 Hours)

Description

Staff representatives are one of the essential links in communication between employees and management. Their role can range from proposal to complaint to mediation. This training will provide you with the essential knowledge to successfully carry out the missions linked to your mandate.

Who is this training for ?

For whom

Staff representatives.

Prerequisites

Aucune

Training objectives

- Know the role and missions of staff delegates
- Master the legal aspects of the mandate
- Know the means and modalities of exercising the mandate
- Know how to prepare and conduct a meeting
- Know how to refer to the articles of the labor code during your mandate

Programme:

- Rôle et missions des Délégués du Personnel
- Les moyens mis à disposition pour exercer le mandat de délégué du personnel
- Les réunions des Délégués du Personnel
- La protection des Délégués du Personnel

Manage your relationships with staff representatives and calmly lead social dialogue



SP-28 2 Days (14 Hours)



Description

Know the legislative framework for staff representation. Follow the schedule of staff meetings and consultations. As an employer, know where the rights and duties of delegates lie, in order to avoid any offense of obstruction. Special case of an employee with a delegate mandate.

Who is this training for ?

For whom

The training is aimed at managers, Human Resources directors, Human Resources managers and executives in contact with members of the EC.

Prerequisites

Aucune

Training objectives

Programme:

- Comprendre la mise en place des délégués du personnel
- Veiller au fonctionnement régulier des réunions de DP
- Maîtriser les attributions spécifiques des délégués du personnel
- Maîtriser les droits et les obligations des délégués du personnel
- Gérer la relation avec les délégués du personnel

Members of the CHSCT, companies with less than 300 employees



SP-29 3 Days (21 Hours)

Description

Know the operation and role of a CHSCT. Learn about workstation risk analysis methods and tools. Know the principles of building prevention action and improving working conditions.

Who is this training for ?

For whom

Any member of the CHSCT or CHS of companies with fewer than 300 employees.

Prerequisites

Aucune

Training objectives

- Know the role and functioning of a CHSCT
- Apply risk analysis methods
- Build preventive actions
- Intervene taking into account the rights and limits of the CHSCT

Programme:

- L'organisation du CHSCT
- Les enjeux de la sécurité
- Les actions du CHSCT sur le terrain

CHSCT members, companies with more than 300 employees



SP-30 3 Days (21 Hours)



Description

Know the operation and role of a CHSCT. Learn about workstation risk analysis methods and tools. Know the principles of building prevention action and improving working conditions.

Who is this training for ?

For whom

Any member of the CHSCT or CHS of a company with more than 300 employees.

Prerequisites

Aucune

Training objectives

Programme:

- L'organisation du CHSCT pour les entreprises de plus de 300 salariés
- Les méthodes et outils des membres du CHSCT
- Les actions du CHSCT sur le terrain

CHSCT members, professional development



SP-31 2 Days (14 Hours)

Description

This very practical internship will allow you to deepen your knowledge of the roles and missions of the CHSCT. You will learn the legal aspects linked to specific reorganization contexts, road risk prevention and arduousness.

Who is this training for ?

For whom

Members of the CHSCT.

Prerequisites

Aucune

Training objectives

- Understand the role of the CHSCT with external companies
- Know the regulations on arduous work, on road risk, on addictions
- Know the legal aspects and the impacts of reorganizations
- Understand the psycho-social risks and how to intervene on this subject

Programme:

- Le CHSCT et les entreprises extérieures
- L'impact des réorganisations
- Réglementation sur certains thèmes spécifiques
- Les risques psychosociaux

Establish relevant and effective financial reporting to monitor and manage financial performance



SP-51 2 Days (14 Hours)



Description

This course will introduce you to the objectives of financial reporting. He will show you how to structure it and choose the right words in order to set up effective financial monitoring.

Who is this training for ?

For whom

Management controller, any person responsible for updating financial, accounting or financial reporting moving towards the functions of management controller or financial director.

Prerequisites

Aucune

Training objectives

- Master the issues of financial reporting.
- Identify the elements necessary for carrying out effective reporting.
- Identify or design the relevant indicators for reporting.
- Implement a structured reporting approach.
- Analyze and explain the discrepancies between budget and reporting.

Programme:

- Maîtriser les principes généraux du reporting
- Préparer et formaliser un reporting : les conditions d'efficacité
- Structurer, élaborer et maîtriser les éléments du reporting financier
- Les éléments d'analyse budgétaire et financière

Corporate financing: LBO, private equity, etc.



SP-33 2 Days (14 Hours)

Description

This internship will allow you to master the issues related to high balance sheet operations in order to understand the strategies of private equity arrangements and to familiarize yourself with the legal, financial and tax techniques of leveraged operations.

Who is this training for ?

For whom

Responsibility center leaders, Business Unit managers, managers who feel the need to understand the environment and mechanisms of Investment Capital.

Prerequisites

Aucune

Training objectives

- Master financial calculations relating to equity transactions
- Identify the characteristics of the main private equity transactions
- Understand the legal and financial rules of equity transactions
- Master LBOs and their variants

Programme:

- Principes de base de la corporate finance
- Comprendre les différentes opérations en capital-investissement
- Principes-clés et mécanismes des LBO
- Les modalités juridico-financières
- La sortie de l'investisseur

Purchasing manager, the keys to the job



SP-34 2 Days (14 Hours)

Description

This training will allow you to acquire a clear vision of the missions and challenges of the purchasing manager role. You will be able to define and share a purchasing policy aligned with the strategic objectives of your company, communicate with your partners and manage purchasing performance.

Who is this training for ?

For whom

Identify the issues and risks related to purchasing Define the purchasing strategy adapted to the company's orientations Lead the purchasing team through appropriate management Choose performance management indicators Define communication actions internally and externally

Prerequisites

Aucune

Training objectives

- This training will allow you to acquire a clear vision of the missions and challenges of the purchasing manager role
- You will be able to define and share a purchasing policy aligned with the strategic objectives of your company, communicate with your partners and manage purchasing performance

Programme:

- Comprendre les enjeux de la fonction achat
- Définir une stratégie d'achat adaptée à la stratégie de son entreprise
- Anticiper et manager les risques
- Manager l'équipe achat
- Piloter la performance du service achat
- Communiquer : les achats, une fonction transversale
- La gestion du portefeuille fournisseurs

International contracts: legal aspects



SP-51 2 Days (14 Hours)

Description

This training will present you with an overview of the international legal business environment. You will see contractual rules and practices and learn to identify specific risks. Part of the course will be devoted to the impact of sociocultural aspects according to different regions of the world.

Who is this training for ?

For whom

Business managers. International buyers and sellers. SME managers. Import or export managers.

Prerequisites

Aucune

Training objectives

- Know the main international conventions.
- Differentiate between the different types of international contracts.
- Measure the risks linked to international contracts.
- Measure the impact of socio-cultural aspects.

Programme:

- L'environnement juridique international
- Les éléments contractuels
- Les risques liés aux contrats internationaux
- Les aspects socioculturels des relations contractuelles

Master Incoterms and customs regulations



SP-36 2 Days (14 Hours)

Description

This internship will provide you with the knowledge necessary to study the key elements of the customs declaration. You will see how to master intra- and extra-community operations and how to rely optimally on the freight forwarder you entrust with customs operations.

Who is this training for ?

For whom

Customer relations, ADV, import-export, transport, logistics, purchasing, area managers, taking up their position and/or who wish to strengthen their knowledge of customs regulations.

Prerequisites

Aucune

Training objectives

- Choose and recommend the right incoterm
- Collect and deliver international flows in compliance with customs regulations
- Implement the various customs clearance procedures
- Draft the documents required by the administration
- Find the documents necessary for import-export operations
- Avoid disputes with customs

Programme:

- Appréhender le contexte international
- Rédiger les contrats import et export
- Maîtriser les opérations sous douane, stockage, transit et dédouanement

Analyze and evaluate your suppliers



SP-51 2 Days (14 Hours)

Description

Suppliers are a determining factor in purchasing strategy. Knowing how to analyze and evaluate them is therefore a fundamental skill to optimize your missions. At the end of the training, you will have learned to evaluate your suppliers and identify negotiation levers.

Who is this training for ?

For whom

Buyers, purchasing managers, general services manager.

Prerequisites

Basic knowledge in the purchasing function is desired.

Training objectives

- Adapt the supplier panel to the company strategy.
- Define supplier evaluation indicators.
- Constitute and optimize the supplier panel.
- Manage the supplier relationship over time.
- Ensure regulatory compliance of service providers.

Programme:

- Introduction : le panel fournisseurs
- Typologie et segmentation
- Evaluation des fournisseurs
- Sourcing
- Fidélisation des fournisseurs
- Conclusion

Become a manager in the public sector



SP-39 2 Days (14 Hours)

Description

Very practical and adapted to the specificities of the public sector, this internship will allow you to acquire the essential reflexes of a good manager. You will develop your interpersonal skills and know how to make the right decisions to optimize the functioning of your team.

Who is this training for ?

For whom

This training is primarily aimed at public sector executives who are required to lead a team, but also at all those who wish to structure their practice.

Prerequisites

Aucune

Training objectives

- Analyze your managerial skills and management style
- Empower, energize and motivate your team
- Evaluate individual and collective performance
- Master interview and meeting facilitation techniques
- Adopt the posture of a manager-coach

Programme:

- Répondre aux attentes du management dans le secteur public
- Développer ses compétences managériales
- Analyser son service et ses performances
- Coacher ses collaborateurs dans le secteur public

Recruiting in the public sector: from need to interview



SP-40 2 Days (14 Hours)

Description

This training, intended for civil service managers, will allow you to master the recruiter's posture during interviews. You will have the methodology to promote the position and will be able to objectify your candidate choices based on concrete profile-position-skills matching criteria.

Who is this training for ?

For whom

Civil service executives in team management situations, directors, department heads, office heads, etc.

Prerequisites

Aucune

Training objectives

- Write a job description and promote a recruitment offer
- Define selection criteria in line with the position to be filled
- Conduct a recruitment interview in compliance with regulations
- Apply candidate evaluation methods with objectivity

Programme:

- La réglementation des entretiens de recrutement
- Définir le besoin
- Analyser la situation professionnelle
- Rédiger la fiche de poste
- Rédiger une annonce
- Préparer l'entretien
- Les étapes de l'entretien
- Les techniques pour mener un entretien efficacement

The keys to public and territorial communication



SP-41 2 Days (14 Hours)

Description

This internship will allow you to understand the issues and specificities of public and territorial communication. It will show you how to establish your communication strategy (crisis management, responsible communication, etc.) and choose the most suitable actions and supports.

Who is this training for ?

For whom

Executives called upon to take responsibility for public and territorial communication, anyone having to write articles, press releases, information notes, HR or training executives.

Prerequisites

Aucune

Training objectives

- Know the specificities of public communication and understand its differences with corporate communication
- Implement an institutional communication strategy adapted to its audiences
- Decrease your strategy into operational objectives
- Pilot your actions and evaluate the results
- Manage communication crisis

Programme:

- Connaître les enjeux de la communication publique et territoriale
- Concevoir sa stratégie de communication publique
- Choisir ses actions et ses supports de communication
- Animer ses différents supports
- Intégrer RSE et développement durable dans ses pratiques de communication
- Maîtriser la communication de crise
- Evaluer et adapter sa communication publique

Marianne Charter: improving reception in the public sector



SP-42 2 Days (14 Hours)

Description

This internship will allow you to become aware of the Marianne Charter in order to define your own quality commitments as well as a reception charter adapted to your structure. You will learn how to use the tools of this approach in order to strengthen the quality spirit of your agents.

Who is this training for ?

For whom

Responsible for reception services, responsible for public services, quality project manager, administrative manager for communities, the State and EPA.

Prerequisites

Aucune

Training objectives

Programme:

- Cerner les principes et enjeux de la Qualité
- Etablir ses propres engagements de qualité de service
- Mettre en place le plan d'actions Qualité
- Contrôler et mesurer les résultats

Public procurement news



SP-43 1 Days (7 Hours)

Description

This seminar will present recent developments in the law and the latest regulatory and case law news concerning public procurement, in particular Order No. 2015-899 of July 23, 2015 and Decree No. 2016-360 of March 25, 2016.

Who is this training for ?

For whom

Professionals responsible for applying the public procurement code.

Prerequisites

Aucune

Training objectives

- Decipher the legislative and regulatory news of public procurement
- Take stock of current case law
- Implement the new modalities for awarding and executing a contract
- Master the new measures relating to the offense of favoritism and corruption.

Programme:

- Les évolutions en matière de passation d'un marché
- Les modifications relatives au montage contractuel d'un marché
- Les évolutions en matière d'achèvement de la procédure de marché
- L'actualité relative à l'exécution d'un marché

Public procurement: organize each stage of your CCTP, CCAP consultation, selection of offers



SP-44 2 Days (14 Hours)



Description

This course will show you how to design and write a consultation file as part of a public contract. You will learn about the provisions to be respected and see how to proceed with the selection of offers and the writing of the analysis report.

Who is this training for ?

For whom

Legal directors, public procurement managers and anyone required to draft a public procurement tender.

Prerequisites

Aucune

Training objectives

- Know the regulatory framework within which a public contract falls
- Know how to define the needs and issue the different market documents
- Integrate good reflexes in the preparation of a market
- Determine the appropriate criteria for selecting offers and their weighting methods
- Select the right suppliers efficiently and objectively

Programme:

- Rappel des principes fondamentaux de la commande publique
- Définir les besoins
- Identifier les pièces constitutives d'un marché
- Préparer son marché et la mise en concurrence
- Rédiger le cahier des charges et le CCTP
- Connaître les dispositions à respecter pour la rédaction du CCAP
- Rédiger l'acte d'engagement et les autres pièces du marché
- Maîtriser les techniques de sélection des offres

Prepare and launch a call for tenders in the public sector



SP-45 2 Days (14 Hours)

Description

This training offers you a complete overview of public procurement regulations. You will learn how to prepare a call for tenders and enter into a contract in accordance with the law. You will identify the key clauses in your documents and see how to monitor your market and anticipate possible difficulties.

Who is this training for ?

For whom

Buyers and executives of the purchasing and procurement departments of the State, local authorities, public establishments and companies holding public contracts.

Prerequisites

Aucune

Training objectives

- Master public procurement regulations Comply with public procurement procedures Secure the launch of your call for tenders Monitor the execution of a public contract

Programme:

- Identifier les fondements et le champ d'application des marchés publics
- Préparer la passation d'un marché public
- Les procédures de passation des marchés
- Sélectionner les candidats et les offres
- Formaliser l'achèvement de la procédure
- Suivre et contrôler le marché

Public procurement: analyze and select offers



SP-46 1 Days (7 Hours)

Description

This training will allow you to acquire methods and techniques to effectively analyze applications in the context of a public contract. You will learn how to select the best offer, justify your choice and secure it legally.

Who is this training for ?

For whom

Managers of procurement services, public buyers and any person participating in the analysis of offers and applications.

Prerequisites

Aucune

Training objectives

- Define selection criteria for applications and offers
- Implement appropriate scoring methods
- Succeed in choosing the most economically advantageous offer

Programme:

- Identifier le cadre juridique
- Sélectionner les candidatures
- Analyser les offres
- Choisir le titulaire et motiver sa décision

Securing the execution of public contracts administrative, technical and financial aspects



SP-47 2 Days (14 Hours)



Description

The execution of public contracts requires rigorous and qualitative monitoring to be able to guarantee the adequacy of the services provided to the needs expressed in the calls for tenders. This training will allow you to secure the administrative, technical and financial aspects during the execution of your contracts.

Who is this training for ?

For whom

Public procurement managers, purchasing managers and anyone required to manage a public market tender.

Prerequisites

Aucune

Training objectives

- Master the legal framework for the execution of public contracts Identify and avoid the pitfalls linked to the execution of a public contract Implement market execution management tools Ensure effective market management

Programme:

- L'impact des formes de marchés sur leur suivi
- Les clauses dites sensibles du marché
- La gestion des garanties financières pour sécuriser l'exécution des marchés
- Les règles applicables aux paiements
- La vérification et la réception des prestations
- La gestion des litiges

Manage a public procurement dispute



SP-48 2 Days (14 Hours)

Description

This training will allow you to understand the different types of disputes that can arise in public procurement. You will identify possible remedies and discover the methods and best practices that will allow you to assert your rights.

Who is this training for ?

For whom

Managers or editors of legal services or markets within the State, local authorities or public establishments. Lawyers responsible for pre-litigation and litigation.

Prerequisites

Aucune

Training objectives

- Know and prevent disputes that may arise in public procurement
- Understand the different possible remedies to assert your rights
- Analyze the formal and substantive rules to be respected during an appeal
- Know how the legality check is carried out
- Identify the consequences of the cancellation of a public contract

Programme:

- Identifier les types de recours relatifs à la passation des marchés publics
- Comprendre le contentieux relatif à l'exécution du marché
- Connaître les possibilités de règlement amiable des litiges
- Identifier les pratiques frauduleuses relevant du droit pénal
- Faire valoir vos droits devant le juge administratif

Control your public works contracts



SP-49 2 Days (14 Hours)

Description

This training will allow you to understand the specificities of public works contracts. You will learn to master the different stages from consultation to execution of the work and to manage the financial aspect and possible disputes.

Who is this training for ?

For whom

Legal, markets and purchasing directors, technical directors, project owners, project managers and anyone involved in public works contracts.

Prerequisites

Aucune

Training objectives

- Prepare a public works contract and choose the most suitable award procedure
- Write the various constituent documents of the contract and respect their formalities
- Analyze, select the offers and launch the contract
- Monitor the execution of the contract and manage any possible modifications in execution
- Ensure financial monitoring and manage the impacts of possible disputes

Programme:

- Connaître les textes et les principaux acteurs
- Comprendre les différentes procédures et les contrats
- Identifier les pièces du marché
- Maîtriser les étapes de la consultation
- Préparer et lancer l'exécution des travaux
- Gérer les modifications en cours d'exécution
- Gérer le volet financier
- Régler les litiges liés à l'exécution du marché

Properly manage public contracts won, administrative, technical and financial monitoring



SP-50 2 Days (14 Hours)



Description

Public procurement legislation and regulations are evolving rapidly. It is necessary to regularly update your knowledge to be able to manage and secure the execution of a public contract. This training will provide you with advice and methodologies to do it calmly and efficiently.

Who is this training for ?

For whom

Managers or employees of purchasing or markets departments and all people required to manage a won public contract.

Prerequisites

Aucune

Training objectives

- Securing the execution of a public contract from its signature Understand the mechanics of public procurement financing and price reviews Anticipate possible financial, administrative or technical difficulties depending on the type of market Exercise a right of appeal in compliance with legislation and regulations

Programme:

- Décrypter les documents administratifs
- Maîtriser les différentes formes des prix
- Maîtriser les financements des marchés
- Identifier les différents types de recours

Electronic Submission to Public Procurement (SEMP)



SP-52 1 Days (7 Hours)

Description

For better effectiveness and efficiency in the process of submitting to public contracts and in order to reduce both costs and errors in submissions, companies are called upon to better position themselves and use electronic submission of tenders. public procurement which ensures a substantial saving in time.

Who is this training for ?

For whom

This training is aimed at executives and managers of companies interested in public procurement who want to master the electronic submission procedure for public procurement.

Prerequisites

None.

Training objectives

- Prepare tender submission documents.
- Master public procurement regulations.
- Understand and put electronic submission into practice.
- Operate electronic submission.

Programme:

- Cadre général des marchés publics
- Présentation des principales disposition régissant les marchés publics
- Procédure de passation des marchés publics
- Présentation du contexte et du processus de la dématérialisation officielle des marchés publics: "Le Portail Marocain des Marchés Publics" (PMMP)"
- Simulation d'une soumission électronique