

PSYCHOSOCIAL RISKS (PSR): THE ROLE OF THE FRONTLINE MANAGER

Training for frontline managers and team leaders

From understanding to action: prevent psychosocial risks in your team

Duration : 4 hours	Modules : 4 modules
Lessons : 16 lessons	Audience : Frontline managers, team leaders, supervisors
Format : 100% online, asynchronous	Provider : N° 11757351875
Certification : Qualiopi	Price : On request

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Course description

This 4-hour training equips frontline managers with the knowledge and tools to prevent psychosocial risks within their teams. Beyond the notion that 'it's HR's job,' you will gain a clear understanding of stress, mental load, and psychosocial risks, along with concrete daily reflexes. Learn to identify risk factors within your scope, act before situations deteriorate, and understand your exact role within the legal prevention framework. This practical training combines theoretical foundations with situational exercises to anchor sustainable prevention practices.

Module summary

MODULE 1	Understanding psychosocial risks	4 lessons
MODULE 2	Identify the signals and risk factors	4 lessons
MODULE 3	The right reflexes of a manager on a daily basis	4 lessons
MODULE 4	The legal framework and collective prevention	4 lessons

Learning objectives

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- Understand what psychosocial risks are and why they concern all organizations
- Identify individual and collective warning signals in your team
- Apply daily managerial reflexes to prevent risk escalation
- Navigate the legal framework and collaborate with prevention stakeholders
- Build a sustainable prevention approach within your area of responsibility

General information

Duration	4 hours
Target audience	Frontline managers, team leaders, supervisors, operational managers
Prerequisites	None
Pricing	Quote upon request - VAT not applicable (Article 261-4-4° of the French General Tax Code)
Certification	Qualiopi - Training completion certificate
Training organization	DYNSEO - Registration number: 11757351875

MODULE 1**Understanding psychosocial risks**

4 lessons

Lesson 1 - What RPS Really Are

- Not a matter of individual fragility, but organizational risks
- Main categories: stress, violence, malaise, and burnout
- Why psychosocial risks concern all companies
- Moving beyond misconceptions about weakness or lack of will

Lesson 2 - Stress at Work — Mechanisms and Effects

- Mobilizing acute stress vs. destructive chronic stress
- The imbalance between demands and available resources
- Concrete effects on health, engagement, and performance
- Why prevention costs less than ignoring stress

Lesson 3 - Mental load and other invisible factors

- Defining mental load and why it remains invisible
- Hyperconnectivity, interruptions, and constant distractions
- Contradictory injunctions and lack of recognition
- How these factors accumulate unnoticed

Lesson 4 - Situational assessments — identifying psychosocial risks around you

- Scenario 1: constant team tension without visible incidents
- Scenario 2: stress increase during reorganization
- Scenario 3: minimized signs of discomfort
- Reflective feedback on risk factors in your area

MODULE 2**Identify the signals and risk factors**

4 lessons

Lesson 1 - The six major families of risk factors

- Work intensity and excessive workload
- Lack of autonomy and emotional demands
- Deteriorated social relations and conflicts of values
- Job insecurity: how to identify it concretely

Lesson 2 - Signals at the individual level

- Changes in behavior, mood, and energy levels
- Physical and emotional signals not to overlook
- Withdrawal, irritability, and decreased involvement
- Distinguishing temporary difficulty from established risk

Lesson 3 - Signals at the Collective Level

- What absenteeism, turnover, and tensions reveal
- Deterioration of climate and cooperation
- Recurring conflicts as organizational symptoms
- Reading indicators without falling into surveillance

Lesson 4 - Situational exercises — reading signals correctly

- Exercise 1: link observed signals to risk factor families
- Exercise 2: distinguish individual from organizational problems
- Exercise 3: reconstruct risk escalation from scattered clues
- Concrete feedback: your psychosocial risk reading grid

MODULE 3**The right reflexes of a manager on a daily basis**

4 lessons

Lesson 1 - Regulate the workload and clarify the tasks

- Setting clear and achievable goals
- Prioritizing and making trade-offs to avoid chronic overload
- Reducing interruptions and protecting focus time

- Providing autonomy while maintaining a clear framework

Lesson 2 - Support and acknowledge

- Recognition as the most powerful prevention lever
- Providing concrete support without infantilizing
- Giving feedback that builds rather than weakens
- Being available and accessible without exhausting yourself

Lesson 3 - Defusing tensions and conflicts

- Identifying conflicts before they become entrenched
- First reflexes to ease team tensions
- Conducting difficult conversations without taking sides
- When and how to involve a third party or HR

Lesson 4 - Situational exercises — acting in daily life

- Scenario 1: your team overloaded for several weeks
- Scenario 2: latent conflict poisoning the work environment
- Scenario 3: team member expressing organizational discomfort
- Feedback: managerial reflexes that reduce risks

MODULE 4

The legal framework and collective prevention

4 lessons

Lesson 1 - Your obligations and your protections

- Legal obligation to prevent psychosocial risks (RPS)
- The DUERP and the manager's role in its updating
- Your responsibilities and protections as a frontline manager
- What falls under your responsibility vs. employer and HR

Lesson 2 - Working with prevention stakeholders

- Role of occupational physician, CSE, and prevention specialists
- How to raise an alert in a useful and documented way
- Relying on intermediaries without offloading responsibility
- Building shared prevention rather than solitary efforts

Lesson 3 - Moving from Reaction to Sustainable Prevention

- Primary, secondary, and tertiary prevention levels
- Acting on causes, not just symptoms
- Establishing team rituals that prevent risks
- Making prevention a collective and continuous reflex

Lesson 4 - Situational setups — anchoring prevention

- Scenario 1: raising an RPS alert constructively
- Scenario 2: contributing to departmental risk assessment
- Scenario 3: implementing your first prevention actions
- Feedback: your RPS prevention roadmap

Teaching methods

- 100% online self-paced training
- Situational exercises and practical scenarios
- Downloadable resources and reference tools
- Training completion certificate upon finishing all modules