



Managing People in an International Environment

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Multicultural teams add great value to organizations, but they need great managers to make the most of everyone's talents.

Highlights

- Take the DISC® online self assessment to understand your current and preferred management styles.
- This programme uses lots of group work and team building exercises to help you learn and practice effectively with peers.

Key Competences

- Setting team objectives
- Performance management
- Delegation & motivation
- Coaching techniques
- People management skills
- Onboarding and retention



The Right Programme for You

You are a manager in an international organization or company with 3+ years' experience. You manage a multicultural team and want to make the most of everyone's experience and talents.

Managers

Learn, Practice and Use

- **Build** a high performance international team
- **Adapt** your management style to the cultural diversity of your team
- **Recognize** the positive benefits for your organization of different cultures
- **Use** effective delegation techniques to adjust to cultural differences
- **Set** goals in an international environment and make sure all your team members are aligned around the overall goal of your team
- **Conduct** effective performance reviews taking backgrounds into consideration
- **Understand** coaching processes and use new techniques to coach people in your team
- **Learn** about current workplace trends
- **Interview** new international candidates for your organization
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



4 days
€4,295

PMI Certified

The programme is certified by the Project Management Institute® (PMI).
More information at mce.eu/pmi

Available In-Company

The programme is available as an In-Company solution for your teams.
More information at mce.eu/inco

mce.eu/management for dates, locations and full programme outline

Programme Modules

1

You as a People Manager

- Expectations from your senior management and from your own team
- Workplace Trends – what is happening in companies today?
- Emotional Intelligence – what is it? How does it effect your role?
- Context of your Job: strategic goals and priorities
- Teams Diversity: personal styles, cultural differences, generation differences and organizational culture
- Evening Assignment: you will have some work to do in the evening.

2

Building a High Performance Team

- Attracting the Best Talent
- Competencies (knowledge, skills, behaviour) and how can you manage them.
- Interviewing new candidates.
- On-boarding and inductions for new employees and team members.
- Team Development – building a high performance team.
- Daily Performance: delegation, feedback and poor performance management
- Team Building Exercise

3

Managing Performance

- The Annual Performance Management Process
- Objective Setting for you and your team.
- Performance Reviews
- Strengths vs. Weaknesses: “What Great Managers Do”
- Motivation – What motivates people?
- Coaching – The best practice for coaching.
- Evening assignment: The Learning Styles Assessment

4

Developing and Retaining Your Team

- Development Planning and Learning Styles
- Retention and Career Planning
- Stress Management
- Peer Feedback Exercise
- Key Learning Points and action planning

Note:

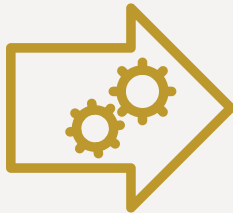
The course content will include the following assessments:

- DISC online self-assessment
- Learning Styles assessment (based on Honey & Mumford’s 4 learning styles)



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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Visit mce.eu

