



MCE Week: Managing People & Projects

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Gain the essential skills to motivate teams, grow your emotional intelligence, delegate effectively, manage conflict professionally, and master key project management techniques to excel in your management role today.

Highlights

- Determine your own personal style profile and gain insights into the strengths and limitations of your profile.
- Identify and build on the strengths of your team's culture.
- Develop a specific personal plan for applying what you learn.

Key Competences

- Motivation, delegation and feedback
- Emotional intelligence
- Ethical leadership
- Managing resources & costs
- Stakeholder management
- Using key PM tools

The Right Programme for You

You are a team leader or manager reliant on effective communication, cooperation, and shared goals for success. While you manage projects, you lack formal project management training.

Managers

Business Professionals



Learn, Practice and Use

- **Motivate** every member of your team—even if they are very different
- **Resolve** conflict more effectively in a wide variety of situations
- **Get** more done by using the best delegation techniques for each situation
- **Turn** difficult people and poor performers into team players
- **Win** the cooperation and trust from people in your organization
- **Learn** the difference between projects and operations
- **Explore** the purpose and processes of project management
- **Understand** the roles, responsibilities and needs of project team members
- **Learn** and apply critical project management tools
- **Identify** stakeholders, their relationships to each other and how these relationships affect projects positively and negatively

Practical Information

Face-to-Face



5 days
€3,995

Available In-Company

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

Programme Modules

1

The Experience of Being a Manager

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

2

Values

- Values and their impact on work life
- How values can have productive and nonproductive results
- Identify value conflicts in yourself and in others

3

Personal Styles

- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioural clues to determine others' personal styles
- How to work more effectively with other personal profiles

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Motivation

- Employee motivation factors and their impact on behaviours and work settings
- How to tailor your motivational efforts to individual employees and different situations

5

Listening, Body Language, Giving Feedback, and Dealing with Difficult People

- Use active listening to gain information and understand employees' perspectives
- Effectively apply positive and corrective feedback
- Use appropriate values alignment when dealing with difficult employees

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Conflict Management

- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict management
- Use different conflict resolution styles in different situations

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Delegation

- Different delegation styles: How and when to use them
- Determine the appropriate delegation style for employees and situations

8

Understanding Organizational Culture and Subculture

- The impact of organizational culture and subculture and "cultural blinders"
- Explore the assumptions that impact your team's thinking and actions
- Identify and build on the strengths of your team's culture

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Emotional Intelligence

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

Programme Modules

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Ethical Leadership

- Identify your group's values
- Your vision for ethical leadership

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Action Planning

- Develop a specific plan for applying what you've learned back on the job
- Identify people who can support your action plans

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Getting Your Hands Around Project Management

- Distinguish Between a Project and Operations
- Recognise the Factors That Contribute to Project Success or Failure
- Identify the Framework for Project Management

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Getting It Off the Ground

- Recognise the Value of Knowing Why/How a Project Is Important to the Organization and to You
- Explain the Elements of a Charter and Its Relevance to Initiating a Project
- Identify Stakeholders and Their Roles on a Project

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Planning the Work

- Apply Techniques to Define the Work to Be Done
- Identify and Apply Techniques to Estimate Needed Resources, Cost, and Hours for the Project
- Apply Techniques to Schedule the Project
- Identify Roles and Responsibilities for the Project
- Plan for Potential Risks to the Project

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Working the Plan

- Build an Effective Status Report
- Recognise the Types and Purposes of Meetings
- Identify Action Items and Issues
- Recognise the Importance of Managing Change

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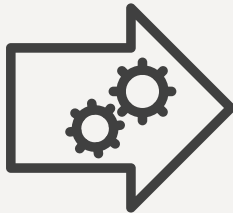
Putting It to Bed

- Contribute to the Lessons Learned Database
- Identify the Project Records and Files That Must Be Archived for Historical Purposes
- Describe a Project Closure Checklist



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

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