

A black and white photograph of a woman with long hair and glasses, wearing a white button-down shirt. She is smiling and looking down at a spiral-bound notebook on a desk. Her hands are clasped together. To the left, a portion of a laptop is visible. The background shows a window with a grid pattern, suggesting an office environment.

MCE Week: Managing People & Time

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Enhance team motivation through emotional intelligence, delegate tasks, manage conflicts, improve productivity, manage stress, and master effective time management techniques to achieve your goals.

Highlights

- Pinpoint the things that make you waste too much of your time and learn how to avoid them
- Learn how to set clear expectations with colleagues, customers and your boss and avoid frustration

Key Competences

- Motivation, delegation and feedback
- Emotional intelligence
- Ethical leadership
- Personal efficiency
- Multitasking strategies
- Time management

The Right Programme for You

You are a manager handling multiple projects while managing a team. You need to shift from time management and set expectations with your key stakeholders to avoid frustration and stress.

Senior Managers

Managers



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
- **Increase** your confidence, management skills, and personal and professional satisfaction in your job by managing people successfully
- **Set** and accomplish realistic and achievable goals for your work
- **Create** priorities and establish realistic boundaries
- **Recognize** and deal with your time-wasting actions and tasks
- **Improve** your concentration and efficiency overall

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

Time Management Is Self Management

- Shift focus from managing time to managing self
- Identify typical time wasters
- Identify personal strengths and development opportunities to control time

2

Planning for Success

- Define goals based on your role
- Establish important and valid priorities
- Create a realistic and productive schedule
- Use a robust planning process to analyse and review plans

3

When "They" Cause the Problem

- Attend meetings with purpose and add value
- Set clear expectations with colleagues, customers, and your boss
- Manage interruptions from others

4

Concentration, Focus and Organization

- Build both productivity and efficiency
- Re-evaluate multitasking strategies
- Overcome procrastination
- Manage technological distractions

5

Creating Boundaries and Balance

- Prioritize and choose activities to balance life and work
- Create your own "no" script

6

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

7

Values

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

8

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

Programme Modules

9

Motivation

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

10

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

11

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

12

Delegation

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

13

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

14

Emotional Intelligence

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

15

Ethical Leadership

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

16

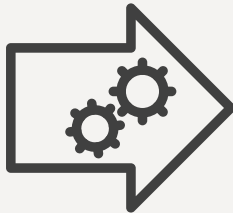
Action Planning

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



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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Visit mce.eu

