MCE

Managing Chaos

Tools to Set Priorities and Make Decisions Under Pressure

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Set priorities and learn to manage and leverage chaos in your workplace.

Highlights

- Gain hands-on experience applying tools to set priorities and adjust to changing demands.
- Practice techniques for analysing and resolving problems and learn to strategically communicate your solutions.

Key Competences

- Priority setting skills
- Time management
- Decision-making skills
- Creativity skills
- Managing interruptions
- Influencing skills

The Right Programme for You

You are a business professional who faces expanding workloads, shifting priorities, complex organizational dynamics, organizational restructuring and increased uncertainty. Get the skills you need to cope.

Managers

Business Professionals

Learn, Practice and Use

- **Identify** positive outcomes from chaotic environments
- **Clarify** and leverage or eliminate chaos within your control
- **Set** priorities for all your activities in a changing environment
- **Focus** and act decisively when priorities shift
- **Use** tools to problem-solve and select the best course of action
- **Manage** interruptions and conflicts with greater ease and flexibility
- **Communicate** your needs strategically
- **Leverage** resources to help you tackle challenging situations
- **Generate** creative solutions to chaotic problems
- **Create** a daily action plan to stay focused
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face

2 days
€2,295

Live Online

4 x 3-hour sessions
€2,295

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/agility for dates, locations and full programme outline

Programme Modules

1 **Asking Key Questions**
- Describe the effects of change on managers and employees.
- Define personal and group goals in a dynamic environment.
- Understand how to get a grip on a chaotic environment through asking key questions.
- Employ the Problem Statement and Gap Analysis as tools to identify the problem, address it, and articulate it to others.

2 **Priority-Planning and Decision-Making Tools**
- Examine and select tools for planning priorities.
- Identify root causes of problems or issues.
- Manage competing priorities.
- Generate creative solutions to problems.
- Organize ideas to firmly grasp a problem's critical components.

3 **Planning Your Work**
- Use the Priority Grid to apply against your weekly tasks.
- Create a Weekly Work Plan for completion of the most important priorities.
- Implement best practices for time management.
- Manage interruptions and distractions.

4 **Influencing and Communication Skills**
- Identify your communication's purpose.
- Understand your audience.
- Craft your message to appeal to your audience.
- Implement best practices for improving your influencing communications.
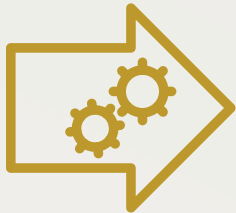- Avoid team miscommunications.

5 **Action Planning**
- Reassess the source(s) of chaos you identified.
- Evaluate and complete your Action Plan.
- Present your Action Plan to a partner for feedback.

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