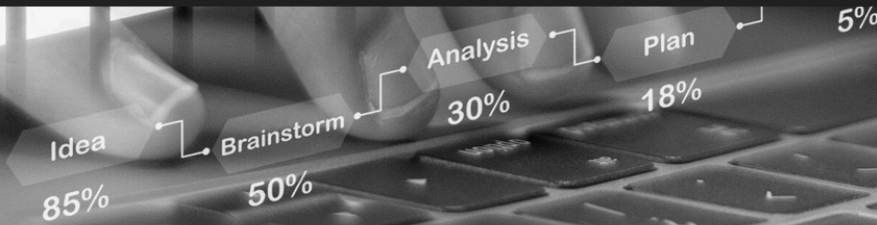# MCE

MCE Week: Managing People & Artificial Intelligence (AI)

MCE Week:
Managing People & Artificial Intelligence (AI)

Learn to motivate your team with emotional intelligence, delegate tasks, and manage conflicts. And learn about the opportunities, tools, risks and rewards of AI and implement an AI strategy in your organization.

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
- AI and Ethical decisions
- Impact of AI on people
- CVP and AI

The Right Programme for You

As an international manager, success hinges on managing people through clear communication, cooperation, and shared goals. It's crucial to enhance your AI knowledge and learn how to integrate this technology into your organization.

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
- **Learn** the difference between projects and operations
- **Understand** What AI is and how it's already part of your work and personal life
- **Increase** your awareness of the future possibilities of generative AI
- **Explore** the potential impact of AI on your organization,both pro and con
- **Increase** your credibility with data-driven decisions and skill development plans
- **Explore AI**: The potential rewards, pitfalls and the crucial need for ethics and governance

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**

Visit **mce.eu/weeks** for dates, locations and full programme outline

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

4 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

6 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

7 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

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

Programme Modules

10 **Ethical Leadership**
- Identify your group's values
- Your vision for ethical leadership

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

12 **Overview of AI**
- Define Artificial Intelligence and Discuss Examples
- Recognize what's underneath Chat GPT and how it works
- Understand AI Terminology including "Machine Learning", "Predictive Modeling", and Algorithms
- Articulate components of AI Solutions and Techniques We Use for Business Problems
- Explore Use Cases: Job Titles/Categories, Situations and Opportunities
- Recognize AI Trends and Emerging Applications and Capabilities

13 **Different Paths Toward Adoption**
- Explore Four Business Contexts and the Types of AI Solutions Used to Address Them
- Understand the Goals and Activities that are Included in Typical AI Adoption Journeys
- Recognize the People Side of AI Adoption and How Jobs May or Will Change
- Appreciate the Risks and Rewards of AI Adoption

14 **Assessing Your Resources**
- Recognize the Business Environment and Conditions Required for AI Success
- Acknowledge the Essential Skills Needed to Participate in AI Initiatives
- Assess Your Skills and Identify Success Factors You Can Leverage When Adopting AI
- Consider Options for Filling Individual and Team AI Skill Gaps

15 **Designing Solutions**
- Identify Business Problems That May Have an AI Solution
- Develop an Algorithm and Identify the Data Needed to Create an AI Solution
- Study Relatable Scenarios to Understand Customer Value Propositions in AI
- Identify What the User Experience (UX) Has to Do With AI
- Complete an AI Solution Design and Present the Business Case

16 **Acting in Alignment – Ethics and Governance**
- Recognize AI Integration as a Change Initiatives: Aligning with Strategic Objectives
- Articulate the Crucial Need for Organizations to Establish AI Governance Oversight of AI
- Appreciate the Need for Humans to Test Solutions to Ensure They Work as Intended
- See the Broad Scope of AI Governance: Going Above and Beyond Existing Governance
- Understand Regulatory Agencies and the Law That's Rapidly Addressing Guardrails on the Ethical and Legal Use of AI
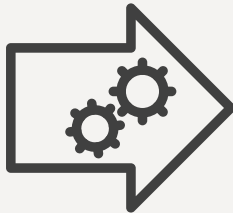
17 **Putting it All Together – Your AI Action Plan**
- Choose What You Can Do, Whether Individual Contributor, Manager or Leader, to Get Started With AI
- Use The ENGAGE Framework for AI Adoption to Build a "Getting Started" Action Plan
- Share the Actions You Will Take First

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