



MCE Week: Essentials of Management & Negotiations

Programme Details

Get the key skills you need to manage and motivate your team, delegate and to become a great all-round manager. You will also develop skills and gain insights and competencies to conduct negotiations successfully.

Highlights

- Learn how to use clear goal setting and professional feedback to manage your team on a daily basis
- Identify and use the six stages of the Negotiation Model
- Plan your own strategy to apply to your negotiations

Key Competences

- Becoming a great manager
- Delegation strategies
- Coaching skills
- Performance management
- Negotiation skills
- Active Listening skills

The Right Programme for You

New Managers You are a manager with up to 3 years experience and you have a team of 3 or more people. You need to improve your management skills and become a great allround manager

Managers

New Managers



Learn, Practice and Use

- **Understand** your management roles and responsibilities
- **Improve** communication with your team & set expectations for you and your direct reports
- **Adapt** your management style to meet the needs of individual team members
- **Communicate** organizational goals that get results
- **Apply** delegation strategies to increase productivity and motivation
- **Use** effective coaching techniques to maximize your team's performance
- **Understanding** and using the conversational triangle in your management role
- **Develop** an effective plan and strategy for any negotiation you encounter
- **Learn** the 6 stages of the Negotiation Model
- **Know** what behaviour to adapt at each stage of the negotiation process
- **Successfully** apply the principles of persuasion to any negotiation situation

Practical Information

Face-to-Face



4 days
€3,495

Available In-Company

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

Programme Modules

1

Defining Your Role as a Manager

- Discovering the qualities and abilities required for effective management
- Identifying the roles and responsibilities managers perform
- Exploring the contextual issues and challenges that new managers face today

2

Continuous Performance Management

- Defining the goal of performance management
- Identifying the process and challenges
- Practicing the skills of performance management

3

Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management.
- Recognizing the qualities of effective communication.
- Understanding the process of communication and the barriers that can derail it.
- Recognizing different types of work conversations.
- Identifying the two key conversation skills.
- Understanding and utilizing the conversational triangle

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Coaching for Performance

- Identifying the importance of and requirements for coaching
- Learning the micro-skills of effective coaching
- Confronting problem behaviours in a tactful manner
- Using the AMA Guide to manage a coaching discussion
- Differentiating between coaching and disciplining

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Building a Motivational Climate

- Recognizing the manager's role in employee motivation
- Exploring important elements of the motivational process
- Utilizing managerial practices for building a motivational climate

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Delegating for Growth and Development

- Describing the types of delegation that managers can engage in
- Identify the importance of, and the barriers to, effective delegation
- Assessing your current delegation practices and their challenges
- Recognizing what can and can't be delegated
- Identifying the phases of effective delegation
- Practicing delegation discussion

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What is Negotiation?

- The basic concepts of negotiation
- What is negotiable in typical business situations
- Identify approaches to negotiation

Programme Modules

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Negotiation Stages

- Identify the six stages of negotiation
- Use appropriate behaviours in each of the stages
- Define the influences on the negotiation process

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Planning Your Negotiation

- Plan a negotiation
- Determine a settlement range
- Apply the planning framework in practice negotiation

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Persuasion

- Apply the persuasion process
- Use the frame/reframe process to understand the other party
- Examine possible approaches to use when there is confrontation
- Use listening skills in the negotiation process

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Communication

- Explain the four dimensions of DISC and the style tendencies of each
- Describe the characteristics of dual styles and their impact on negotiations
- Describe how to adapt style to maximize the results of negotiations
- Identify why negotiations become derailed and how to avoid negotiation traps

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Crafting a Strategy for Your Negotiation

- Plan a strategy to apply your negotiations
- Describe the process of identifying a problem or issue for negotiation
- Identify steps and techniques for choosing appropriate communication methods
- Create and apply a strategy for a business negotiation simulation

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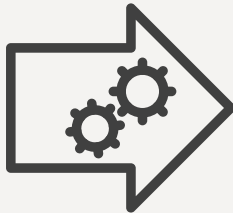
Action Plan

- Apply what you've learned to plan a negotiation for back on the job



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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