



Successfully Managing People (Morning Edition)



8:00 AM - 2:00 PM
Followed by Lunch

People Management Skills

Successfully Managing People

Get the key skills to motivate teams, grow your emotional intelligence, delegate & manage conflict professionally

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 giving feedback
- Managing conflicts
- People management skills
- Emotional intelligence
- Ethical leadership

The Right Programme for You

You are a manager with 3+ years experience. You need to learn how to motivate, give feedback and manage conflicts. This programme gives you the key people management skills you need today.

Managers



Learn, Practice and Use

- **Motivate** every member of your team—even if they are very different
- **Adjust** your management and personal style to the needs of different situations
- **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
- **Use** positive and corrective feedback to turn problem employees around and maximize productivity
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



3 days
€2,995

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/management 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

10

Ethical Leadership

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

11

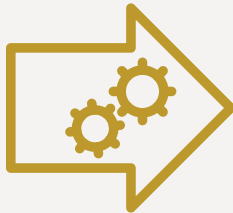
Action Planning

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



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

For more information please contact:



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