



# Managing People in an International Environment (Morning Edition)



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

# Managing People in an International Environment

Multicultural teams add great value to organizations, but they need great managers to make the most of everyone's talents

## Highlights

- Take the DISC® online self assessment to understand your current and preferred management styles
- This programme uses lots of group work and team building exercises to help you learn and practice effectively with peers

## Key Competences

- Setting team objectives
- Performance management
- Delegation & motivation
- Coaching techniques
- People management skills
- Onboarding and retention

## The Right Programme for You

You are a manager in an international organization or company with 3+ years' experience. You manage a multicultural team and want to make the most of everyone's experience and talents.

Managers



## Learn, Practice and Use

- **Build** a high performance international team
- **Adapt** your management style to the cultural diversity of your team
- **Recognize** the positive benefits for your organization of different cultures
- **Use** effective delegation techniques to adjust to cultural differences
- **Set** goals in an international environment and make sure all your team members are aligned around the overall goal of your team
- **Conduct** effective performance reviews taking backgrounds into consideration
- **Understand** coaching processes and use new techniques to coach people in your team
- **Learn** about current workplace trends
- **Interview** new international candidates for your organization
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

## Practical Information

### Face-to-Face



**5 days**  
**€4,295**

### PMI Certified

The programme is certified by the Project Management Institute® (PMI).  
More information at [mce.eu/pmi](https://mce.eu/pmi)

### Available In-Company

The programme is available as an In-Company solution for your teams.  
More information at [mce.eu/inco](https://mce.eu/inco)

[mce.eu/management](https://mce.eu/management) for dates, locations and full programme outline

# Programme Modules

1

## You as a People Manager

- Expectations from your senior management and from your own team
- Workplace Trends – what is happening in companies today?
- Emotional Intelligence – what is it? How does it effect your role?
- Context of your Job: strategic goals and priorities
- Teams Diversity: personal styles, cultural differences, generation differences and organizational culture
- Evening Assignment: you will have some work to do in the evening.

2

## Building a High Performance Team

- Attracting the Best Talent
- Competencies (knowledge, skills, behaviour) and how can you manage them.
- Interviewing new candidates.
- On-boarding and inductions for new employees and team members.
- Team Development – building a high performance team.
- Daily Performance: delegation, feedback and poor performance management
- Team Building Exercise

3

## Managing Performance

- The Annual Performance Management Process
- Objective Setting for you and your team.
- Performance Reviews
- Strengths vs. Weaknesses: “What Great Managers Do”
- Motivation – What motivates people?
- Coaching – The best practice for coaching.
- Evening assignment: The Learning Styles Assessment

4

## Developing and Retaining Your Team

- Development Planning and Learning Styles
- Retention and Career Planning
- Stress Management
- Peer Feedback Exercise
- Key Learning Points and action planning

### Note:

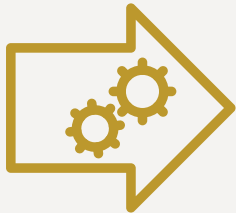
The course content will include the following assessments:

- DISC online self-assessment
- Learning Styles assessment (based on Honey & Mumford’s 4 learning styles)



# 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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