

MANAGING PEOPLE & TEAMS

Successfully Managing People

MCE Management Centre Europe®

www.mce.eu

Successfully Managing People

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



Accredited by the Project Management Institute® (PMI). **mce.eu/pmi**

Ideal for

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

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

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

Practical Information

FACE-TO-FACE

3 days

€2,995

LIVE ONLINE

4 × 3-hour sessions

€2,295

SCAN HERE

FULL OUTLINE, DATES & LOCATIONS →

AVAILABLE IN-COMPANY

This programme is available as an in-company solution for your teams. **mce.eu/inco**

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

MCE is your reliable partner for continuous success with agile people development solutions.

10,000,000

participants on AMA & MCE programmes in the last 10 years

92%

of Fortune 1,000 companies are our business partners

96%

of participants report they are using what they have learnt at AMA & MCE

1,000+

expert facilitators globally

100+

Open Training Programmes running throughout EMEA

100+

year's experience working with our clients around the globe

AVAILABLE IN-COMPANY

Train your whole team together

This programme is also available as an in-company solution, adapted to your organisation and run for your teams.

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FOR MORE INFORMATION, PLEASE CONTACT

+32 2 543 21 20 · info@mce.eu

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