



Management  
Centre Europe®

The background of the slide is a collage of geometric shapes in shades of blue and red. Overlaid on this is a photograph of a woman with brown hair, wearing a white button-down shirt, smiling at the camera. She appears to be on a video call, as evidenced by the green circular icons for video, microphone, and chat, and a red circular icon for a phone, which are overlaid on the bottom of the video frame. The woman is sitting at a desk with a laptop in front of her.

**MCE Services**

# Live Online *Express* Programmes

# What are Live Online Express Programmes?

MCE in partnership with our parent company AMA is now offering **Live Online Express Programmes** in the EMEA region. You can access these scheduled live stream training programmes from anywhere. They cover the key business topics of our top Open Training Programmes.

## What are Live Online Express Programmes?

- 1 scheduled session of 2.5 hours
- delivered to small groups in a virtual classroom with an online video meetings tool
- interactive with breakout rooms and discussions
- facilitator led with live interaction



***Avoid hotel and travel costs and minimize the time away from work.***



**No Travel Needed**

## Key Benefits

- Online, virtual, convenient, high-quality and consistent learning
- Real-world advice from practitioners in the field
- Cost-effective and no travel necessary
- Live, personal feedback from your facilitator and peers
- Variety of activities that create a live and dynamic learning experience

Programme Title (live online Express)	Duration	Fees (Euros)	Time	Dates					
<b>ANALYTICAL SKILLS</b>				APRIL		MAY		JUNE	
3 Steps to Exceptional Critical Thinking	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	21/Apr	30/Apr	12/May	28/May	9 Jun	25 Jun
<b>COMMUNICATION SKILLS</b>				APRIL		MAY		JUNE	
How to Manage Time, Meetings and Stress	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	17/Apr	28/Apr	15/May	26 May	16/Jun	26 Jun
How to Flex Your Communication Style	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	16/Apr		14/May		11/Jun	
Powerful Communication Techniques	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	20/Apr		18/May		29/Jun	
<b>LEADERSHIP SKILLS</b>				APRIL		MAY		JUNE	
Tips for Giving and Receiving Feedback	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	22/Apr		20/May		1/Jul	
How to Coach a Virtual Team	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	15/Apr	29/Apr	12/May	26 May	11/Jun	25 Jun
Leading Your Team Through Change	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	16/Apr	30/Apr	14/May	28 May	16/Jun	30 Jun
<b>BUSINESS ENHANCEMENT</b>				APRIL		MAY		JUNE	
Secrets to Boosting Productivity	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	8/Apr		13/May		17/Jun	
<b>PROJECT MANAGEMENT SKILLS</b>				APRIL		MAY		JUNE	
How to Create a Project Schedule That Works	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	20/Apr		11/May		29/Jun	
How to Start a Project Right	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	21/Apr		12/May		30/Jun	
How to Successfully Execute a Project Plan	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	22/Apr		13/May		1/Jul	
<b>EXCELLENCE FOR WOMEN</b>				APRIL		MAY		JUNE	
Confidence-Building Skills for Women	2 hours 30 minutes	€ 259	14:00 - 16:30 CET	8/Apr		6/May		3/Jun	



# 3 Steps to Exceptional Critical Thinking

**Develop better solutions through a clear, systematic approach to thinking.**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 12 minutes**

**Module 1: The RED Model of Critical Thinking - 82 minutes**

- Describe the characteristics of effective critical thinkers.
- Utilize the RED Model to help you be a more effective thinker.
- Analyze the psychological factors that influence your conclusions and how they impact your thinking.
- Integrate the RED Model skills and your thinking styles.

**Break: 10 min**

**Module 2: Appraising Your Critical Thinking - 40 minutes**

- Apply your thinking styles and the RED Model process to a real work situation.

**Conclusion: 5 minutes**

**Live Online *Express***



## Dates

**21 and 30 APRIL 2020**

- 14:00 - 16:30 (CET)

**12 and 28 MAY 2020**

- 14:00 - 16:30 (CET)

**9 and 25 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# How to Manage Time, Meetings and Stress

**Live Online *Express***

## Secrets to staying calm and poised at work

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 15 minutes**

**Module 1: Effective Time Management- 55 minutes**

- Make the best use of meetings.
- Identify strategies to deal with challenges that cause stress.
- Recognize time wasters.
- Utilize a priority matrix to organize activities/tasks.

**Break: 10 min**

**Module 2: Handling Meetings and Stress - 40 minutes**

**Conclusion: 5 minutes**



## Dates

**17 and 28 APRIL 2020**

- 14:00 - 16:30 (CET)

**15 and 26 MAY 2020**

- 14:00 - 16:30 (CET)

**16 and 26 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# How to Flex Your Communication Style

**Live Online** *Express*

## Communicate Effectively With Others to Achieve Your Goals

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 8 minutes**

### **Module 1: Effective Time Management- 80 minutes**

- Explain how personal style impacts your ability to communicate effectively with others.
- Identify your personal style.
- Identify others' personal styles.
- Examine the opportunities and challenges of the various personal styles, including yours.

**Break: 10 min**

### **Module 2: Flexing your personal style - 50 minutes**

- "Flex" your personal style to communicate more effectively with others.

**Conclusion: 2 minutes**



## Dates

**16 APRIL 2020**

- 14:00 - 16:30 (CET)

**14 MAY 2020**

- 14:00 - 16:30 (CET)

**11 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# Powerful Communication Techniques

**Live Online** *Express*

**This online communication skills training can help you be more effective within any organization.**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 5 minutes**

**Module 1: A Closer Look at Communication - 45 minutes**

- Identify and remove the roadblocks to effective communication.

**Break: 10 minutes**

**Module 2: Tools For Powerful Communication - 85 minutes**

- Discuss the role of nonverbals in powerful communication.
- Utilize the Know-Feel-Do model to communicate more powerfully.
- Explain how to positively impact the visual, verbal, and vocal components of communication.

**Conclusion: 5 minutes**



## Dates

**20 APRIL 2020**

- 14:00 - 16:30 (CET)

**18 MAY 2020**

- 14:00 - 16:30 (CET)

**29 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online



# Tips for Giving and Receiving Feedback

**Live Online** *Express*

## Steps to effective two-way performance conversations

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 10 minutes**

**Module 1: Giving Feedback - 71 minutes**

- Describe the criteria for giving effective supportive and corrective feedback.
- Use the instant feedback method.

**Break: 10 minutes**

**Module 2: Receiving Feedback - 42 minutes**

- Describe the criteria for receiving feedback.

**Module 3: Putting It All Together - 25 minutes**

- Describe the criteria for giving effective supportive and corrective feedback.
- Use the instant feedback method.
- Describe the criteria for receiving feedback.

**Conclusion: 1 minute**



## Dates

**2 APRIL 2020**

- 14:00 - 16:30 (CET)

**20 MAY 2020**

- 14:00 - 16:30 (CET)

**1 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online



# How to Coach a Virtual Team

**Live Online** *Express*

## Tactics for leading remote team members.

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 8 minutes**

**Module 1: Performance Management - 35 minutes**

- Describe the steps of effective performance management.
- Identify virtual performance challenges.
- Integrate best practices for performance management in virtual teams.

**Break: 10 minutes**

**Module 2: Coaching- 95 minutes**

- Effectively use tools and techniques to coach virtually.
- Explain all components of the GROW Model of Coaching.

**Conclusion: 2 minutes**



## Dates

**15 and 29 APRIL 2020**

- 14:00 - 16:30 (CET)

**12 and 26 MAY 2020**

- 14:00 - 16:30 (CET)

**11 and 25 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# Leading Your Team Through Change

**Live Online Express**

**Build trust, commitment, and use agility to meet every business challenge**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 10 minutes**

**Module 1: : Your Role as a Change Leader - 20 minutes**

- Articulate the critical importance of the people side of change.
- Understand the importance of exceptional leadership in successfully leading change.
- Identify the key responsibilities of a change leader.

**Module 2: Understanding the Change Curve - 25 minutes**

- Describe the four phases of The Change Curve.
- Determine where you are on the Change Curve, regarding the change you are leading.
- Diagnose your team to determine their phase on the Change Curve.

**Break: 10 minutes**

**Module 3: Dealing with Resistance - 40 minutes**

- Recognize resistance on your team.
- Accept that resistance is natural and to be expected.
- Listen in order to mitigate concerns, anxiety, worry, resistance.

**Module 4: Using the Results Matrix to Communicate Change - 35 minutes**

- Plan one-on-one and team meetings to communicate change
- Employ best practice communication strategies to help people move through the Change Curve.
- Apply The Results Matrix® communication model

**Conclusion: 2 minutes**



## Dates

**16, 30 APRIL 2020**

- 14:00 - 16:30 (CET)

**14, 28 MAY 2020**

- 14:00 - 16:30 (CET)

**16, 30 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# Secrets to Boosting Productivity

**Live Online** *Express*

**Take back your time and become a more productive you.**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 10 minutes**

**Module 1: Establishing Goals and Setting Priorities - 50 minutes**

- Utilize the SMART goal model.
- Identify activities/tasks to support your SMART goal.
- Prioritize your activities/tasks.

**Break: 10 minutes**

**Module 2: Maintaining Concentration and Focus - 72 minutes**

- Recognize the benefits of maintaining your concentration and focus.
- Establish routines and identify and define "dash-dot" work.
- Uncover and deal with time wasters.

**Conclusion: 5 minutes**



## Dates

**8 APRIL 2020**

- 14:00 - 16:30 (CET)

**13 MAY 2020**

- 14:00 - 16:30 (CET)

**17 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# How to Create a Project Schedule That Works

**Live Online *Express***

**Learn the key tools to help you schedule and execute project successfully.**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 6 minutes**

**Module 1: The Work Breakdown Structure (WBS)- 40 minutes**

- Explain the purpose of a Work Breakdown Structure (WBS).

**Module 2: Precedence Diagrams - 24 minutes**

- Create precedence (network) diagrams to show task dependencies and to put tasks into a logical sequence.

**Break: 10 minutes**

**Module 2: Precedence Diagrams (cont;) - 20 minutes**

- Create precedence (network) diagrams to show task dependencies and to put tasks into a logical sequence.

**Module 3: Risk Management Planning - 45 minutes**

- Adjust schedules for risk as needed to ensure they are realistic.

**Conclusion: 5 minutes**



## Dates

**20 APRIL 2020**

- 14:00 - 16:30 (CET)

**11 MAY 2020**

- 14:00 - 16:30 (CET)

**29 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online



# How to Start a Project Right

**Live Online *Express***

**Delivering successful projects begins on day one.**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 6 minutes**

**Module 1: 63 minutes**

- Define key project management terminology
- Explain the triple constraints
- Define the business case for a project

**Module 2: Precedence Diagrams - 24 minutes**

- Create precedence (network) diagrams to show task dependencies and to put tasks into a logical sequence.

**Break: 10 minutes**

**Module 2: 67 minutes**

- Explain how projects are initiated
- Develop a Project Charter and a Product Requirements Document (PRD)

**Conclusion: 4 minutes**



## Dates

**21 APRIL 2020**

- 14:00 - 16:30 (CET)

**12 MAY 2020**

- 14:00 - 16:30 (CET)

**30 JUNE 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# How to Successfully Execute a Project Plan

**Live Online** *Express*

**Are you ready to exceed project expectations and deliver results?**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 6 minutes**

**Module 1: Project Status Reporting -54 minutes**

- Acquire status information
- Build an effective status report

**Break: 10 minutes**

**Module 2: Meetings, Action Items, and Change - 73 minutes**

- Identify the types and purposes of meetings
- Identify action items and issues
- Recognize the importance of managing change

**Conclusion: 7 minutes**



## Dates

**22 APRIL 2020**

- 14:00 - 16:30 (CET)

**13 MAY 2020**

- 14:00 - 16:30 (CET)

**31 JUL 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

# Confidence-Building Skills for Women

**Live Online** *Express*

**Learn how to handle yourself in just about any situation!**

**1 SESSION (2 hours and 30 minutes)**

**Introduction: 4 minutes**

**Module 1: Assertive Techniques -71 minutes:**

- Utilize a five-step model to express assertive language.
- Apply six effective assertive techniques:
- Broken Record, Fogging, Negative Assertion, Negative Inquiry, Free Information, and Self-Disclosure.
- Say "no" with respect and confidence.
- Respond assertively to put-down statements.

**Break: 10 minutes**

**Module 2: Assertive Techniques Part 2 - 63 minutes**

**Conclusion: 2 minutes**



## Dates

**8 APRIL 2020**

- 14:00 - 16:30 (CET)

**6 MAY 2020**

- 14:00 - 16:30 (CET)

**3 JUL 2020**

- 14:00 - 16:30 (CET)

## Practical Details

**Schedule :** 1 SESSION of 2 hours and 30 minutes

**Language :** English

**Price :** €259

**Format :** Online

→ **Key Facts**

# About MCE



**400,000**

*Participants on MCE training  
programmes since 1961*



**59 years**

*Providing Learning &  
Development (L&D) services in  
the EMEA region*



**1,700**

*Client companies which we have  
worked with delivering customized  
& in company learning solutions*



**6,200**

*In Company Training Solutions  
delivered in more than  
94 countries*



**50+**

*Open Training Programmes  
running throughout the  
EMEA region*



**10,000**

*Managers & Leaders inspired by  
MCE's management development  
solutions each year*



**Contact us Today**