



Management
Centre Europe®



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



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

3 Steps to Exceptional Critical Thinking

Live Online EXPRESS

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

1 SESSION (2 hours 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



Practical Details

Schedule : 1 SESSION of 2 hours 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 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



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How to Flex Your Communication Style

Live Online EXPRESS

Communicate Effectively With Others to Achieve Your Goals

1 SESSION (2 hours 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



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Powerful Communication Techniques

Live Online EXPRESS

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

1 SESSION (2 hours 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



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Tips for Giving and Receiving Feedback

Live Online EXPRESS

Steps to effective two-way performance conversations

1 SESSION (2 hours 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



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How to Coach a Virtual Team

Live Online EXPRESS

Tactics for leading remote team members.

1 SESSION (2 hours 30 minutes)

Introduction: 8 minutes

Module 1: Performance Management - 35 minutes

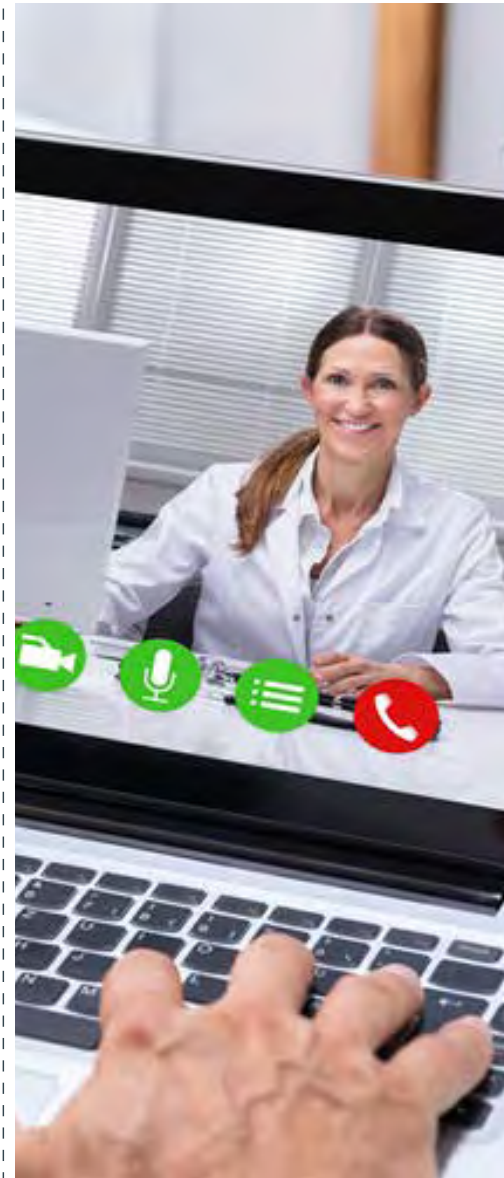
- Describe the steps of effective performance management.
- Identify virtual performance challenges.
- Integrate best practices for performance management in virtual teams.

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



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Leading Your Team Through Change

Live Online EXPRESS

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

1 SESSION (2 hours 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



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Secrets to Boosting Productivity

Live Online EXPRESS

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

1 SESSION (2 hours 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



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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 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.



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How to Start a Project Right

Live Online EXPRESS

Delivering successful projects begins on day one.

1 SESSION (2 hours 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)



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How to Successfully Execute a Project Plan

Live Online EXPRESS

Are you ready to exceed project expectations and deliver results?

1 SESSION (2 hours 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



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Confidence-Building Skills for Women

Live Online EXPRESS

Learn how to handle yourself in just about
any situation!

1 SESSION (2 hours 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



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→ 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