



Management
Centre Europe®

Essentials of Management:

*Management Skills
for New Managers*



Develop Key Management Skills

What are the keys skills that every manager needs today?



Delegation

How and what can I delegate? Who can and should I delegate to?



Communication

What is the best way to communicate with my team and my boss?



Coaching

When, how and why should I coach my team members?



Motivation

How can I motivate my team in person and remotely?



Performance

How can I manage the performance of my team?

Is it **right** for you?

Your Essentials of Management Checklist.

You ...

- Manage a team of 3 or more people
- Have been a manager for less than 4 years
- Use English in your job more than 3 times a week (phone calls, emails, meetings etc)
- Are between 25 and 39 years old
- Have a business or technical/scientific educational background
- Need to learn how and what to delegate
- Haven't taken a management training course recently
- Want to learn, practice and use key management skills
- Work for a company or organization that has offices in more than one country
- Need to learn how to manage performance and motivation in your team

How did you score?

Give yourself one point for each statement that you agree with.

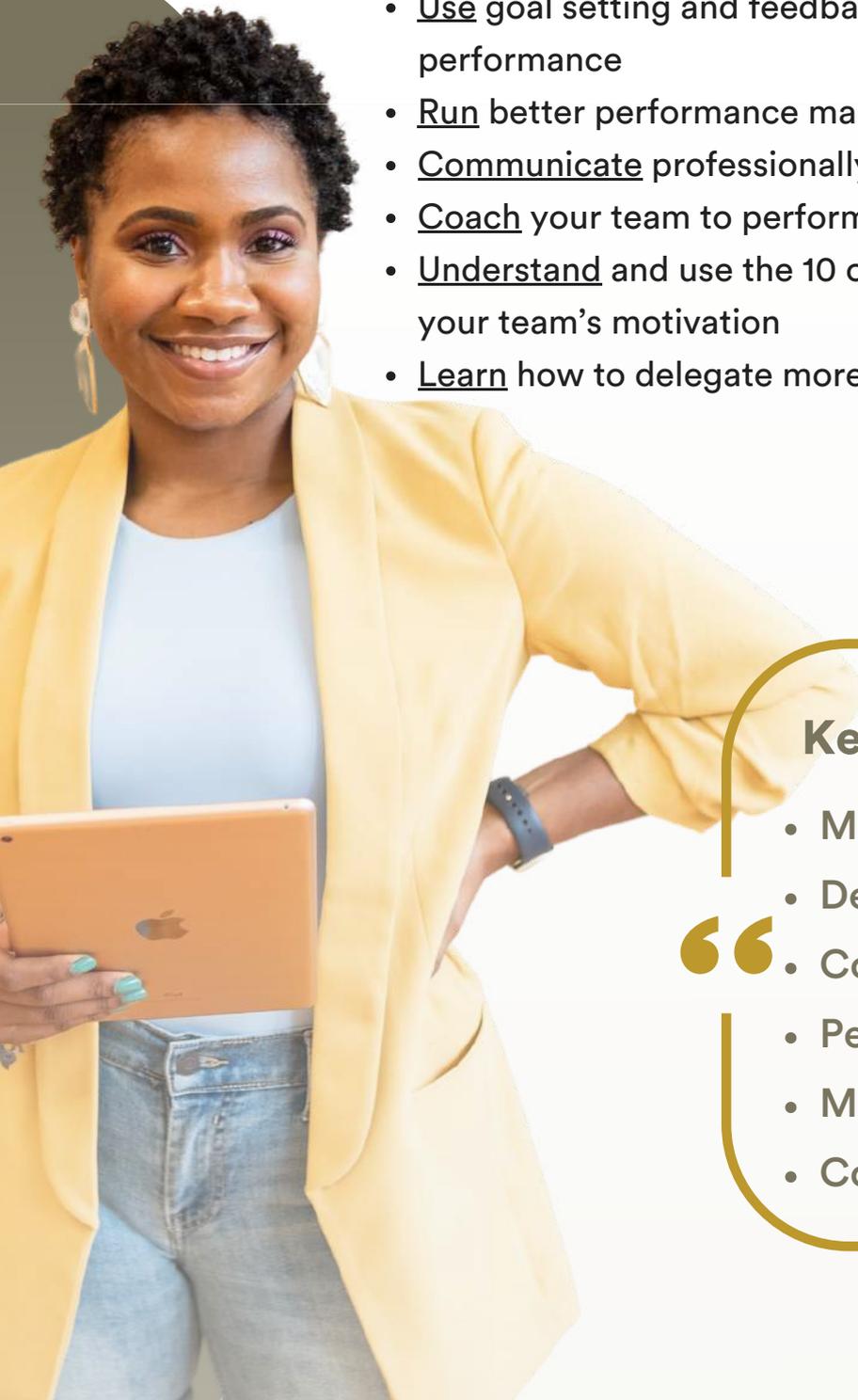
6-10 points: You would benefit from this programme. It will help you learn, practice and use the key business skills you need in your role.

0-5 points: This is not the ideal programme for you. We recommend checking out other MCE programmes at www.mce.eu

Key Benefits & Learning

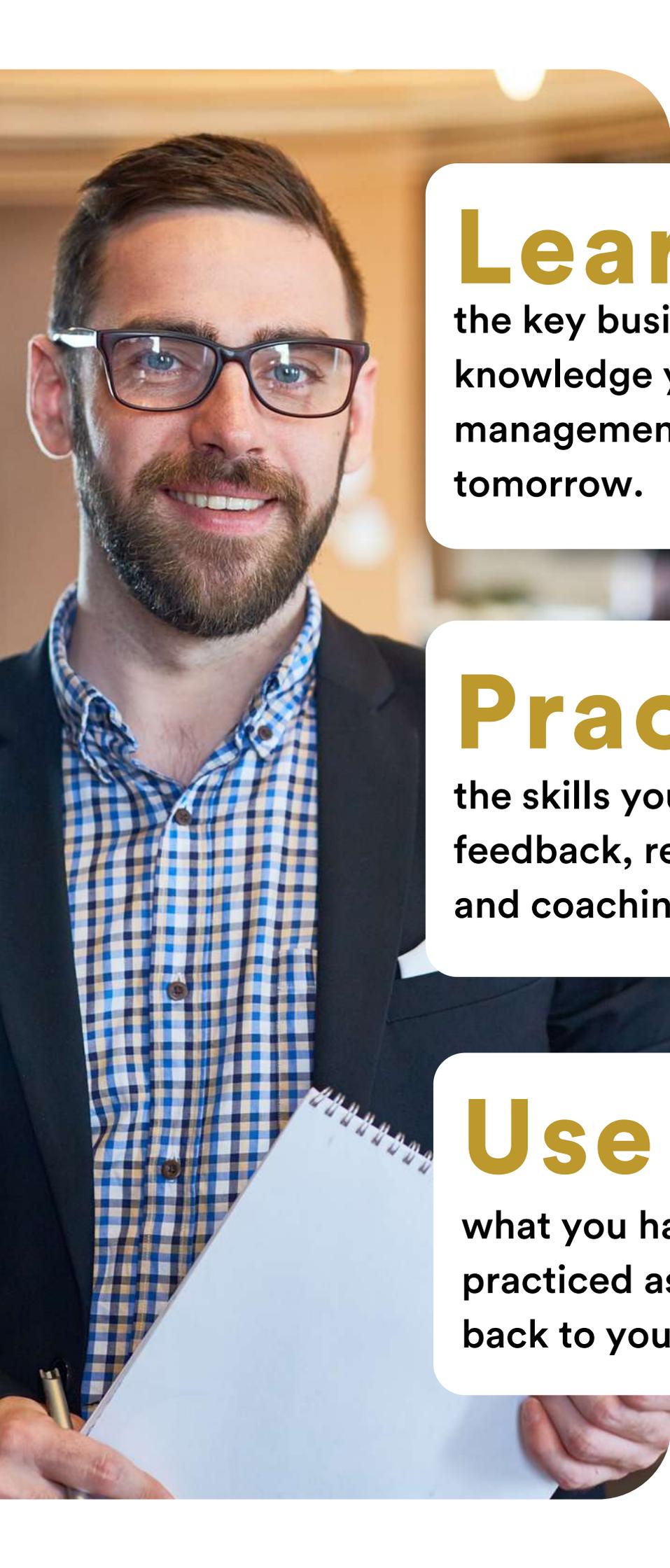
After taking this programme, you will:

- Identify the key skills and abilities you need to be an effective manager
- Understand the different roles and situations you face every day
- Use goal setting and feedback to manage your team's performance
- Run better performance management conversations
- Communicate professionally with your team and boss
- Coach your team to perform better and develop new skills
- Understand and use the 10 core factors that can affect your team's motivation
- Learn how to delegate more effectively



Key Competencies

- Managing People
- Delegation
- Coaching
- Performance Management
- Motivation
- Communication



Learn

the key business skills and knowledge you need for your management role today and tomorrow.

Practice

the skills you've learnt and get feedback, recommendations and coaching.

Use

what you have learnt and practiced as soon as you get back to your office.

Learn & Practice

Essentials of Management is a hands-on training programme, highly interactive with exercises and role plays. The programme is facilitated by an experienced business person.

Programme Outline:

01 Defining Your Role as a Manager

- Discovering the qualities and abilities required for effective management
- Identifying the roles and responsibilities managers perform
- Exploring the contextual issues and challenges that new managers face today

02 Continuous Performance Management

- Defining the goal of performance management
- Identifying the process and challenges
- Practicing the skills of performance management

03 Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management.
- Recognizing the qualities of effective communication.
- Understanding the process of communication and the barriers that can derail it.
- Recognizing different types of work conversations.
- Identifying the two key conversation skills.
- Understanding and utilizing the conversational triangle.

04 Coaching for Performance

- Identifying the importance of and requirements for coaching
- Learning the micro-skills of effective coaching
- Confronting problem behaviours in a tactful manner
- Using the AMA Guide to manage a coaching discussion
- Differentiating between coaching and disciplining

05 Building a Motivational Climate

- Recognizing the manager's role in employee motivation
- Exploring important elements of the motivational process
- Utilizing managerial practices for building a motivational climate

06 Delegating for Growth and Development

- Describing the types of delegation that managers can engage in
- Identify the importance of, and the barriers to, effective delegation
- Assessing your current delegation practices and their challenges
- Recognizing what can and can't be delegated
- Identifying the phases of effective delegation
- Practicing delegation discussion

The MCE Difference



1.

International Programmes

MCE Participants come from over 100 countries and all the main industries. Network and exchange experience with other international business professionals.

All about YOU

This programme is about you! You will get intensive feedback from your faculty and a multi-cultural group of participants.

2.



Personal Management challenges

You will bring your own management challenges and these will be addressed in the programme with solutions and input from the whole group.



3.

Experienced International MCE Faculty

The programme is facilitated by an experienced senior manager who knows what it is like to work in an international business environment and how to leverage diversity to the team's advantage.

4.



Implement what you learn

Everyone knows the theory. But can you do it? MCE's programmes allow you to practise and to implement what you learn as soon as you are back in the office.



5.

Action Plan

You will leave the programme with a concrete action plan to ensure you are implementing the learnings back at work and become a successful manager.

6.



Practical Details

Essentials of Management

www.mce.eu

This MCE programme is available :



Face-to-Face



Live Online



In-Company



Face-to-Face



Live Online



2 Days



4 X 3.5 hours



€ 1,950



€ 1,950

To register or find the latest dates:



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