



Management
Centre Europe®

A photograph of a man with glasses and a beard, wearing a plaid shirt, smiling while working on a laptop. The image is partially obscured by geometric overlays in shades of blue and red.

MCE Services

How to Communicate with Diplomacy, Tact and Credibility

Live Online

What are Live Online Programmes?

MCE in partnership with our parent company AMA is now offering **Live Online Training** 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 Training Programmes?

- 3 or 4 scheduled sessions of 3 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

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

How to Communicate with Diplomacy, Tact and Credibility

Live Online

SESSION 1 (3 hours)

The Importance of Perceptions

- Discuss How Perception and Image Can Impact Others' Perception of You and of Your Job Performance
- Explore How Diplomacy, Tact and Credibility Are Demonstrated Through Good Communication Skills

SESSION 2 (3 hours)

Communication Style Differences

- Explain How Style Impacts the Image Others Have of You
- Evaluate the Opportunities and Challenges of Your Style in Working with Others
- Flex Your Style to Communicate with More Diplomacy, Tact and Credibility

Effective and Powerful Communication

- Identify and Remove Roadblocks to Effective Communication

SESSION 3 (3 hours)

Effective and Powerful Communication (cont'd)

- Explain How to Positively Impact the Visual, Verbal, and Vocal Components of Communication
- Describe the Know-Feel-Do Model of Communicating
- Practice Good Communication Skills

SESSION 4 (3 hours)

Effective Listening Skills

- Identify the Barriers and Obstacles to Effective Listening
- Apply Good Listening Skills to Build and Improve Your "Image" and Your Ability to Communicate with Diplomacy, Tact, and Credibility

**No Travel
Needed**



Dates

Group #1 – 4 sessions

- 14:00 – 17:00 (CET)

20-21-22-23 APRIL 2020

Group #2 – 4 sessions

- 14:00 – 17:00 (CET)

08-10-15-17 JUNE 2020

**Practical
Details**

Schedule : 4 SESSIONS of 3 hours each
Language : English
Price : €2150
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