The background is a complex abstract composition. It includes a hand holding a pen, overlaid with various data visualizations: a red line graph, a yellow line graph, a green line graph, and a blue line graph. There are also two location pins, one white and one blue, and a green 3D bar chart. The overall color palette is dominated by blues, with accents of red, yellow, and green. The text is white and set against a dark blue rectangular background.

# Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure (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

## 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



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



# Is this course for you?

## Set priorities and learn to control chaos in the workplace.

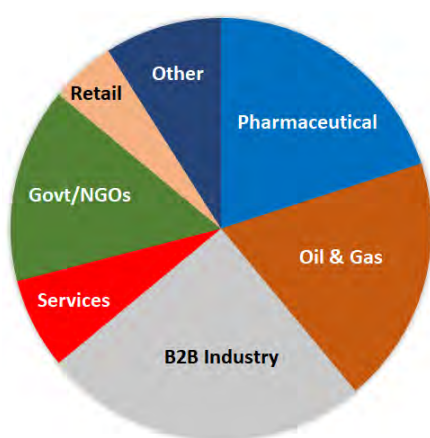
Welcome to chaos—otherwise known as the world in which we all work today.

This management training course combines proven-by-practice methods with new insights and ideas that will grow your decision-making and pressure management skills.

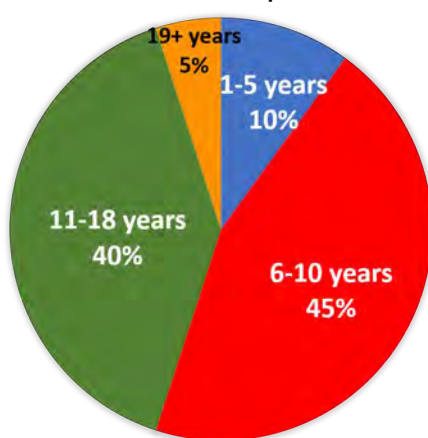
You'll leave confident and ready to apply the most appropriate techniques to clarify, alleviate and eliminate chaos within your control—and better manage your reactions to the chaos beyond your control.

### Profile of Typical Participants

Sector



Professional Experience



### Key Competencies

- Setting Priorities
- Decision Making
- Assertiveness
- Problem solving
- Planning
- Managing Conflict/ Difficult Situation
- Communication







# How will you benefit

After participating in this programme, you will:

- Identify positive outcomes from chaotic environments
- Clarify and leverage or eliminate chaos within your control
- Set priorities for all your activities
- Focus and act decisively when priorities shift
- Use tools to problem-solve and select a course of action
- Manage interruptions and conflicts with greater ease
- Communicate your needs strategically



# Learn and Practise

Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure (Live Online) is a 4-lesson (12 hours in total) hands-on training programme, highly interactive with exercises and role plays. The programme will be led by an experienced facilitator with management experience in international companies.

## Programme outline

### LESSON 1 (3 hours)

#### Welcome to Chaos

- Ask Questions to Determine the Impact of Organizational Challenges on Both Managers and Employees
- Identify the Sources of Chaos That Managers and Employees Can Reduce, Clarify, or Eliminate

#### Problem Solving

- Generate Multiple Creative Ideas Quickly
- Identify the Real/Root Causes of a Problem or Issue
- Organize a Large Number of Ideas into Natural Groupings in Order to Understand a Problem
- Choose a Tool to Address the Chaos from the Case Study

### LESSON 2 (3 hours)

#### Priority Planning and Decision Making

- Analyze Four Aspects of a Situation or of Team Capability as a Way to Determine Priorities
- Identify How to Close the Gap Between the Current Situation/Problem and the Desired Situation/Solution
- Evaluate Risk with the Use of Three Questions
- Use the Priority Matrix to Determine Activities to Support Your Decision





# Learn and Practise

## **LESSON 3 (3 hours)** **Planning Daily Work**

- Establish a Daily Plan for Completion of the Most Important Priorities
- Accurately Estimate How Long It Takes to Do Things
- Differentiate Between “Necessary” and Unnecessary” Interruptions

## **Communication Skills for Managing Chaos**

- Define Assertive and Strategic Communication
- Respond Assertively and Strategically When Priorities Shift or Conflict
- Develop an “I” Statement to Use When Provoked or When Presented with a Difficult Situation
- Complete a Task Despite Changes, Interruptions, and Chaos

## **LESSON 4 (3 hours)** **Communication Skills for Managing Chaos (continued)**

- Define Assertive and Strategic Communication
- Respond Assertively and Strategically When Priorities Shift or Conflict
- Develop an “I” Statement to Use When Provoked or When Presented with a Difficult Situation
- Complete a Task Despite Changes, Interruptions, and Chaos





# Practical Details

This training programme is available in 2 formats:  
Face-to-Face and Live Online



## Face-to-Face

**Managing Chaos**  
Make Decisions under Pressure

For All  
Business People

2 Days  
€1950

Set priorities and learn to re-think the way you approach chaos. Harness the energy of a dynamic workplace without feeling overwhelmed.



## Live Online

**Managing Chaos**  
Make Decisions under Pressure

For All  
Managers

4 Sessions  
€1950

Learn how to do priority planning, make decisions and communicate effectively in a chaotic business world.



**Classroom**



**2 Days**



**€1,950**



**Live Online**



**4 X 3 hours**



**€1,950**

**To register or find the latest dates:**

**[www.mce.eu](http://www.mce.eu)**

**[info@mce.eu](mailto:info@mce.eu)**

**+32 2 543 2120**

# → Key Facts About MCE



**500,000**

*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*



**70+**

*Open Training  
Programmes running  
throughout the EMEA  
region - Online and  
Face-to-Face*



**10,000+**

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

