



Management
Centre Europe®

A collage of three business-related images: a man in a light blue shirt and tie gesturing with his hands while speaking to two other men at a table; a woman in a white shirt looking down at a laptop; and a person's hands typing on a laptop keyboard. The images are overlaid with geometric shapes in shades of blue and white.

Successfully Managing People (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?

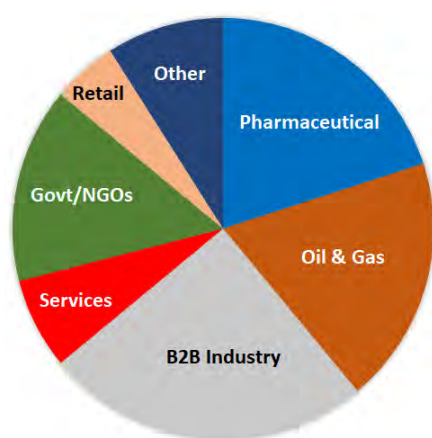
Be the catalyst that motivates your team to heightened productivity.

Do you know how to encourage excellence in a culture of "no change"? Are you able to keep your cool when things go wrong? Are you a confident or a reluctant delegator?

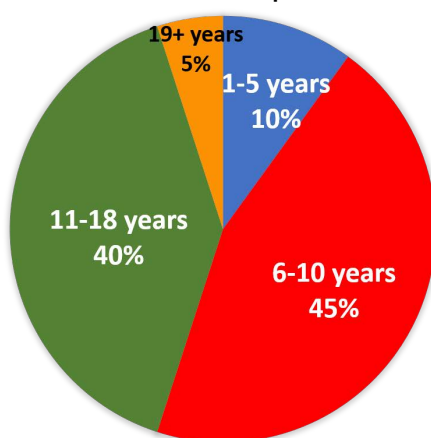
Utilizing the practice in emotional intelligence, this live online programme will help you develop the right mix of management and communication styles to get the most from your team.

Profile of Typical Participants

Sector



Professional Experience



Key Competencies

- Management
- Leadership
- Delegation
- Motivation
- Communication
- Emotional Intelligence
- Performance Management
- Conflict Management

"Very good balance of topics, direct usefulness for all "styles" of middle managers, great ability of the coach to bring messages across in understandable and useful ways."

Arnaud, European Patent Office, Germany



How will you benefit

After participating in this programme, you will:

- Motivate and direct the employees you rely on—even when they don't share your values
- Adjust your management and personal style to the needs of different situations
- Get more done by using the appropriate delegation techniques for any given situation
- Resolve conflict more effectively in a wide variety of situations
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from those within your organization
- Increase your confidence, leadership skills, and personal and professional satisfaction in your job by managing people successfully



Learn and Practise

Successfully Managing People (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)

The Experience of Being a Manager

- Recognize How Economic and Social Trends Have Changed the Manager's Role
- Identify the New Language That Reflects This Role
- Define "Successfully Managing People" as Getting People to Do What They Are Supposed to Do
- Discuss and Illustrate Specific Challenges You Face When Motivating Others in Today's Organizations

Values

- Identify the Source of Values
- Describe How Values Impact Work Life
- Describe How Values Can Have Productive and Unproductive Impact
- Identify the Value Conflicts in Yourself and Others

Motivation

- Identify What Motivates and Demotivates Employees
- Describe How to Create an Atmosphere That Fosters Motivation, While Accounting for Individual Differences

LESSON 2 (3 hours)

Personal Styles—DiSC

- Determine Your Personal Profile (DiSC® Profile)
- Identify the Strengths and Limitations of Your DiSC® Profile
- Use Behavioral Cues to Determine Others' Personal Styles
- Describe How to More Effectively Work with Other Styles

Delegation

- Identify Different Delegation Styles and How and When to Use Them
- Evaluate Employees and Situations and Determine an Appropriate Delegation Style
- Describe the Importance of Varying Your Delegation Styles





Learn and Practise

LESSON 3 (3 hours)

Listening, Giving Feedback, and Dealing with Difficult People

- Use Techniques of Active Listening to Gain Information and to Recognize the Worth of Employees' Perspectives
- Use Positive and Corrective Feedback Effectively
- Use Values Alignment as Appropriate When Dealing with Difficult Employees

Conflict

- Identify Your Own Preferred Conflict Resolution Styles
- Describe How to Productively Use Different Conflict Resolution Styles in Different Situations

Understanding Organizational Culture and Subculture

- Describe the Impact of Organizational Culture and Subculture in Work Life
- Explore the Assumptions That Impact Your Workgroup's Thinking and Actions
- Identify and Build on the Strengths of Your Workgroup's Culture

LESSON 4 (3 hours)

Emotional Intelligence

- Describe the Competencies of Emotional Intelligence
- Assess Your Level of Emotional Intelligence
- Develop a Strategy for Improving Your Emotional Intelligence

Ethical Leadership

- Tell Why Good Ethics Is Good Business
- Identify Ethical Standards Appropriate to Your Work
- Describe How Ethics Tie into the Process of Adding Stakeholder Value

Action Planning

- Develop a Specific Plan for Applying Workshop Learning to the Workplace
- Identify People Who Can Support Your Action Plans
- Schedule Progress Reviews





Practical Details

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



Face-to-Face

Successfully
Managing People

For New and Mid-Level Managers	3 Days €2950
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Get and practise all the management skills you need to become a great people manager in just 3 days.



Classroom



3 Days



€2,950



Live Online

Successfully
Managing People

For All Managers	4 Sessions €2150
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Get the skills you need to become a great manager - motivation, giving feedback, personal styles and action planning.



Live Online



4 x 3 hours



€2,150

To register or find the latest dates:

www.mce.eu

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→ 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*

