

Successfully Managing People

Develop your high-performance team



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Are you ready to develop a **high-performance team** and get more done? Do you want to learn how to **resolve team conflict** using emotional intelligence and **get more from your team** by adapting your management style to every situation?

You manage a team of people and it can be difficult to get everyone engaged and focused on the team's results. How do you create a real team spirit and get your people working together? How do you delegate and motivate your team and create a culture of accountability? How do you get the most out of everyone and align the whole team in one direction to achieve your objectives?

Managing people is a balancing act. You have to deal with difficult people to resolve conflicts, win their cooperation and trust, and find ways to energize your employees to give their best effort. This programme will help you develop the right mix of management and communication styles to get the most from your team. You'll be able to transform resistance into support and ensure your people's values and corporate goals are in sync.

Who should attend?

Managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude, and commitment to shared goals.

This programme is ideal for Supervisors, First Line Managers and New Managers with 1-3 years' experience.

The programme is delivered in English. Participants must have a good level of spoken business English to be actively involved in all aspects of the programme.

PMI Certified

This programme has been reviewed and approved by the Project Management Institute® (PMI).

You can build your key leadership, personal and business management skills and acquire PDUs for your PMI Certification at the same time.

More information at www.mce.eu/pmi



PMI Talent Triangle™

“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 De Wael, European Patent Office, Germany

How you will benefit

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After taking this programme, you will be able to:

- Motivate every member of your team - even if they are very different
- Adjust your management and personal style to the needs of different situations
- Resolve conflict more effectively in a wide variety of situations
- Get more done by using the best delegation techniques for each situation
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from people in your organization
- Increase your confidence, leadership skills, and personal and professional satisfaction in your job by managing people successfully
- Use positive and corrective feedback to turn problem employees around and maximize productivity
- **Network and learn from a diverse group of peers from different functions, industries and countries**
- **Develop a personal action plan to implement back at work**
- **Learn and practice people management skills using case studies, real examples and role plays**

Why is this programme different?

- The programme is facilitated by an experienced business person who knows what it is like to work in an international business environment and understands your challenges.
- Every year, many business people from more than 20 different countries join this programme and over 95% recommend it to their colleagues.
- This programme is about you! You will discover your own management style and how it is perceived by your team to better leverage differences and achieve your objectives.
- You will get intensive feedback from your facilitator and a multi-cultural group of participants.
- You will bring your own people management challenges to the programme and these will be addressed in the programme with solutions and input from the whole group.
- You will leave the programme with a concrete action plan to ensure you are implementing the learnings back at work and become a successful people manager.

What will you learn and practise?

This 3-day programme is highly interactive and features blended learning. It combines instructor-led classroom training with online pre- and post-programme assessment, and other resources to maximize your training goals.

Programme Highlights:

The Experience of Being a Manager

- How to get people to want to do what they are supposed to do
- Specific challenges you face when motivating others

Values

- Values and their impact on work life
- How values can have productive and nonproductive results
- Identify value conflicts in yourself and in others

Personal Styles

- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioral clues to determine others' personal styles
- How to work more effectively with other personal profiles

Motivation

- Employee motivation factors and their impact on behaviors and work settings
- How to tailor your motivational efforts to individual employees and different situations

Listening, Body Language, Giving Feedback, and Dealing with Difficult People

- Use active listening to gain information and understand employees' perspectives
- Effectively apply positive and corrective feedback
- Use appropriate values alignment when dealing with difficult employees

Conflict Management

- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict management
- Use different conflict resolution styles in different situations

Delegation

- Different delegation styles: How and when to use them
- Determine the appropriate delegation style for employees and situations

Understanding Organizational Culture and Subculture

- The impact of organizational culture and subculture and "cultural blinders"
- Explore the assumptions that impact your team's thinking and actions
- Identify and build on the strengths of your team's culture

Emotional Intelligence

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy


Ethical Leadership

- Identify your group's values
- Your vision for ethical leadership

Action Planning

- Develop a specific plan for applying what you've learned back on the job
- Identify people who can support your action plans

Booking details

 Duration	3 Days
 Type	Classroom
 Price	€2950



**ALSO AVAILABLE AS AN
IN-COMPANY PROGRAMME**

Register Now

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-  **www.mce.eu**