

The Voice of Leadership & Managing Chaos

ANNUAL GOALS

- PRODUCT DEVELOPMENT
- NEW MARKETS
- SOCIAL MEDIA
- INCREASING PROFIT



The Voice of Leadership & Managing Chaos

Strengthen your leadership communication competencies and learn to control chaos in the workplace.

Communicating with people from different generations, different backgrounds and levels can be very challenging!

As a manager, how often are you faced with difficult situations where the atmosphere at work gets very unpleasant because of personality conflicts and misunderstandings? How do you drive change and boost productivity under these conditions? How do you remain calm when dealing with resisting people? Which tactics do you use to get people's buy-in and goodwill when they don't want to listen to you? How do you manage chaos in the workplace?

No matter how compelling the vision or how brilliant the strategy, without leadership communication, there is no execution.

The ability to get buy-in, gain trust and inspire loyalty en masse isn't a skill you have to be born with. Now you can learn to develop grace under fire and inspire others when giving speeches and presentations. This fast-paced, results oriented programme is uniquely designed to strengthen your leadership communication skills based on the world's best communicators. You'll learn practical techniques to shape your leadership messages, develop an authentic leadership voice and engage in powerful conversations that achieve results.

As you go through the programme, you will also:

- Discover how you can harness the energy of a dynamic, though often chaotic, work environment and avoid feeling overwhelmed when things start to spin out of control
- Learn a variety of tools that will help you re-think the way you approach chaos and enable you to leverage resources to help you tackle challenging situations as they arise
- Gain hands-on experience applying tools for setting priorities and adjusting to shifting demands with greater clarity
- Practise techniques for analysing and resolving problems and learn to strategically communicate your solutions.

You'll leave confident and ready to apply the most appropriate leadership communication techniques to inspire your teams and eliminate chaos within your organizations.

Who should attend?

This programme is ideal for experienced Team Leaders who are aspiring to a leadership position or expected to provide leadership. You will learn how to apply best practices and lead your team successfully in complex situations, increased workload and uncertainty.

“The methodology to develop a structure was a key learning and an asset for me. Best practice sharing with the attendants as well the lecturer was also good to have.”

Rob C., United Kingdom



How you will benefit

How will you benefit?

After participating in this programme, you will grow your leadership communication, your chaos management skills and be able to:

- Improve your leadership communication skills
- Build greater buy-in, trust and loyalty
- Demonstrate grace under fire and defuse tension
- Overcome resistance to change
- Motivate followers and inspire them to action
- Rally support in difficult situations
- 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

During the programme you will:

- Network and learn with a diverse group of peers from different industries and countries in an international environment
- Develop a personal action plan to implement back at work
- Learn and practise new skills using real-business-world examples and exercises over 5 interactive days

Why participate in an MCE programme?

TOP PROGRAMME

Almost 400,000 participants have taken part in an MCE Open Training Programme.

PRACTICAL

Pragmatic approach to learning - learn today, apply tomorrow.

FACILITATORS

MCE's Faculty are experts in their field with extensive international corporate business experience.

INTERNATIONAL

Share international best practices and network with peers from across EMEA region.

RECOGNISED

MCE is the leading International Management Development provider in Europe, Middle East and Africa.

RECOMMENDED

95% of our clients would come back for another programme and recommend MCE.

Competencies covered

- **Ownership:** Adding Value
- **Performance Drive:** Driven to Achieve Goals
- **Communication:** Persuasion and Influencing Skills
- **Operation Excellence:** Understanding and Implementing Best Practices

What will you learn and practise?

This 5-day training programme is highly interactive with exercises and activities. Expect to be challenged and to learn by doing.

The programme will be led by experienced facilitators with former management experience in international companies. They are skilled at sharing their knowledge, listening to your business needs and include them in your international management development.

Day 1, Day 2, Day 3: The Voice of Leadership

The Voices of Effective Leaders – Past and Present

- Describe typical situations requiring leadership communication and assess how well you use the language of leadership in these situations
- Identify five traits of effective leadership communication and assess how well you demonstrate those traits

Finding Your Leadership Voice

- Learn the two components of a leader's voice
- Describe several leadership communication styles and describe your dominant style

Crafting Compelling Messages That Inspire Action and Produce Results

- Pinpoint the desired results of your leadership message by using a results matrix
- Shape your leadership message

Setting the Stage for Powerful Communication

- Pick the right forum for leadership communications and create a winning setting for your key messages
- Overcome stage fright and communication anxiety

Taking the Lead

- Generate presence and charisma that command respect
- Send clear messages that maximize audience understanding

Setting the Direction You Want Others to Travel

- Communicate a clear mission and inspire vision and values
- Delegate authority in ways that prompt others to take responsibility

Influencing and Inspiring Others into Action

- Identify the factors that demotivate
- Light a fire in the hearts of others

Coaching, Counselling and Mentoring for Improved Performance

- Stimulate and guide authentic coaching, counselling and mentoring sessions

Addressing Tough and Touchy Topics in Ways That Defuse Tension

- Handle conflict and hostile disputes

Day 4, Day 5: Managing Chaos

- Welcome to chaos: examining sources of chaos
- Describing the effects of change on managers and employees
- Defining personal and group goals in a chaotic environment
- Identifying chaos within your control
- Examining and selecting tools for planning priorities
- Identifying root causes of problems/issues
- Generating creative solutions to problems
- Organising ideas to firmly grasp a problem's critical components
- Creating a daily action plan
- Implementing best practices for time management
- Managing interruptions and distractions
- Implementing best practices for improving your influencing communications
- Applying tools and techniques to resolve case scenarios developed in the class
- Using influencing tactics in conversations
- Identifying tools and developing a plan to manage your workplace chaos

Booking details

 **Duration** 5 Days

 **Price** €4950



ALSO AVAILABLE AS AN
IN-COMPANY PROGRAMME

Register Now

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