Global Horizon
TRAINING CENTER

Training Course:
Advanced Communication & Problem Solving

10 - 14 June 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur

Training Course code: PS235191 From: 10 - 14 June 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 4950 ⬜ Euro

Introduction

All businesses in the current climate need a competitive edge. This can be gained through innovative and exciting products and services, or through effective and efficient world-class employees.

Top-performing organizations are passionate about their most valuable resource - their staff. In order to maintain their high standards, a large proportion of their time and energy is spent on continuous professional development, not only of their employees but of their business.

Teams that find solutions together make things happen. They are committed to getting the job done in the fastest and most efficient way. This doesn⬜t happen by accident, it is down to leadership, trust, and teamwork. The finest teams have a clear direction and a route to reach their ultimate goal.

This highly interactive program investigates the tried and trusted leadership and management processes, procedures, and methodology used by many blue-chip organizations to achieve outstanding results. They utilize highly efficient management tools to develop high levels of performance from their staff. This, in turn, ensures the future and reputation of their companies through innovative development, service, and evaluation. This course offers participants practical solutions to work-related issues.

During the workshop, you will explore a variety of behaviors, discuss leadership styles, and learn how to get the most out of your staff by using state-of-the-art techniques such as Neuro-Linguistic Programming NLP and Emotional Intelligence EQ.

This course will give you the knowledge and understanding you need to move forward with enthusiasm and assurance. You will feel able to build a productive and cohesive unit, establishing strong working relationships with people at all levels. As you gain experience and confidence, you will be recognized as an able and supportive supervisor, leader, and manager by your company and colleagues.

Course Objectives of Advanced Communication & Problem Solving

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognising personal style and behavior preferences
- Build effective communication skills
- Develop strategies for creating a positive work environment
- Learn how to delegate and motivate
- Build and develop teams
- Recognise differing behavioral styles and learn to adapt to them in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Harness the power of personal motivation
- Give and receive feedback on performance and perception
- Massively improve your leadership skills
- Use a team approach to solving problems

- Understand and utilize a creative problem-solving process
- Clearly analyze the source of problems
- Learn to generate ideas and evaluate them
- Implement and create workable action plans
- Gain a greater awareness of yourself and your full leadership potential
- Refine your leadership styles for the benefit of your team and department
- Develop adaptability in dealing with different people
- Enhance decision-making skills in employees
- Apply effective decision-making skills in solving problems
- Learn how to cultivate key leadership styles
- Personal growth as an effective leader
- Better understanding of how to lead others towards effective decision making
- Deepen personal insights on how to cultivate creativity in the organization
- Manage relationships with others with an effective leadership style

Core Competencies of Advanced Communication & Problem Solving

Participants will develop the following competencies:

- NLP and Emotional Intelligence
- Problem Solving tool kit
- Creativity
- Communication and Interpersonal Skills
- Motivating Staff
- Assertiveness
- Leadership
- Management processes
- Building and Leading Teams
- Flexibility and versatility
- Improvement in individual and team performance
- Effective decision-making skills

Course Outlines of Advanced Communication & Problem Solving

Day 1: The Psychology of Problem Solving and Decision Making

- Group problem-solving exercise
- Introduction: Why study problem-solving and decision-making
- A synopsis of psychological thought
- Values, Problem-Solving, and Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- What psychological type reveals about me and my preferences
- Using a team approach to encourage lateral thinking: ZIGZAG model
- Individual or group decision-making: case studies

Day 2: Developing Decision-Making Skills

- Using your left brain & right brain to make decisions
- Split-brain theory for developing effective problem-solving skills
- Developing openness to new ideas in making decisions
- Promoting idea mobility in teams
- Understanding the creative solving process in individuals and teams
- IDEAL problem-solving approach

Day 3: Applying Effective Decision-Making Skills in the Workplace

- Encouraging creative problem-solving for continuous improvement
- Removing blocks to creative problem-solving
- Convergent versus Divergent Thinking
- Divergent Thinking Skills for solving problems
- Using SCAMPER techniques to approach problem-solving
- Applying SCAMPER techniques to make effective decisions

Day 4: Making Mental Blocks to Decision-Making a Thing of the Past

- Challenging self-imposed assumptions
- Thinking outside the box
- Increasing new ideas
- Getting people behind your
- Evaluating new ideas
- Creative leadership during problem-solving and decision-making sessions

Day 5: Effective Leadership and the Dynamic Problem-Solving Team

- Ensuring alignment with a corporate mission
- Encouraging self-initiated activity
- Endorsing Unofficial activity
- Enhancing Serendipity
- Importance of appreciating diverse stimuli
- Practicing within-company communication for problem-solving
- Developing a personal action plan

Registration form on the Training Course:
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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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