Global Horizon
TRAINING CENTER

Training Course:
Advanced Communication & Problem Solving

12 - 16 October 2026
Madrid (Spain)

Training Course:
Advanced Communication & Problem Solving

Training Course code: PS235116 From: 12 - 16 October 2026 Venue: Madrid (Spain) - Training Course Fees: 5775 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. 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 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.

Objectives

- Develop skills and abilities which can be put to immediate use in the workplace.
- Recognizing 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.
- Recognize 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 toward effective decision-making.
- Deepen personal insights on how to cultivate creativity in the organization.
- Manage relationships with others with an effective leadership style.

Target Audience

- Supervisors, team leaders, and middle managers
- Senior managers and department heads
- Professionals responsible for leadership, team management, and decision-making
- HR and organizational development professionals
- Project managers and team coordinators
- Employees preparing for leadership or managerial roles
- Anyone seeking to enhance interpersonal effectiveness, leadership skills, and team performance

Outlines

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Day 1: Building Lasting Rapport and Self Awareness

Session 1: Mastering Lasting Rapport

- The Art of Authentic Rapport
- Recognizing Behavioral Traits
- Adapting Your Behavior for Connection
- Enhancing Interpersonal Trust
- Empathy and Perspective Taking

Session 2: Navigating Self Awareness

- Introduction to NLP and Emotional Intelligence
- Exploring Personal Feelings and Emotions
- Uncovering Unconscious Messages
- Self-Talk and Self-Understanding
- Exploring Motivation through Maslow's Hierarchy
- Self-Reflection for Personal Growth

Day 2: Crystal Clear Communication and Empathy

Session 1: Effective Communication Strategies

- Active Listening and Skillful Questioning
- Cognitive Patterns and Communication Filters
- The Power of Metaphors
- Enhancing Perceptual Positions
- Fostering Trust and Well-Formed Outcomes

Session 2: Empathy and Understanding

- Deepening Non-Verbal Communication
- Decoding Body Language
- Filters in Communication and Understanding

- Insights into Deception and Honest Communication
- Learning Styles and Behavior Modeling

Day 3: Motivation and Values

Session 1: Unpacking Motivation

- Logical Levels of Change
- Identifying Personal and Organizational Values
- The Role of Values in Motivation
- Goal Setting for Intrinsic Motivation
- Shaping a Positive Future

Session 2: Crafting Effective Goals

- Goal Setting that Inspires Action
- Aligning Values with Organizational Goals
- Testing Well-Formed Outcomes
- Visualization and Future Projection
- Creating a Motivating Vision

Day 4: The Psychology of Problem Solving

Session 1: Psychology of Decision Making

- Introduction to Problem-Solving and Decision Making
- Exploring Psychological Thought
- Understanding Values in Decision Making
- Applying Lateral Thinking to Creativity
- Leveraging Psychological Types for Innovation

Session 2: Leveraging Creative Problem Solving

- Developing Whole-Brain Decision Making

- Nurturing Openness to New Ideas
- Unleashing Creativity in Teams
- IDEAL Problem-Solving Approach
- Practicing Divergent Thinking Skills

Day 5: Effective Leadership and Problem-Solving Teams

Session 1: Leadership in Problem-Solving

- Aligning Leadership with Organizational Mission
- Encouraging Self-Initiated Activity
- Promoting Serendipity and Innovation
- Fostering Diversity in Stimuli
- Communicating Effectively for Solutions

Session 2: Dynamic Problem-Solving Teams

- Collaborative Decision Making
- Overcoming Mental Blocks
- Thinking Outside the Box
- Evaluating and Implementing New Ideas
- Creative Leadership for Effective Problem Solving

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Registration form on the Training Course: Advanced Communication & Problem Solving

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

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Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.

Fax your completed registration form to: +20233379764

E-mail to us : info@gh4t.com or training@gh4t.com

Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.