Global Horizon
TRAINING CENTER

Training Course:
Advanced Communication & Problem Solving

7 - 18 December 2026
Milan (Italy)

Training Course:
Advanced Communication & Problem Solving

Training Course code: PS1038 From: 7 - 18 December 2026 Venue: Milan (Italy) - Training Course Fees: 9450 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 the 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 in experience and confidence, you will be recognized as an able and supportive supervisor, leader, and manager by your company and colleagues.

Course Objectives

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognising personal style and behaviour 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 you leadership skills
- Use a team approach to solving problems
- Understand and utilize a creative problem-solving process
- Clearly analysis 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 effective leadership style

Target Audience

This program is designed for:

- Managers, supervisors, and team leaders responsible for driving team performance and decision-making.
- Middle and senior-level managers seeking to enhance leadership, communication, and problem-solving capabilities.
- Professionals involved in managing teams, resolving workplace challenges, and improving organizational effectiveness.
- HR, organizational development, and training professionals focused on leadership development and talent management.
- Project managers and department heads responsible for cross-functional coordination and team alignment.
- High-potential employees being prepared for leadership and managerial roles.

- Individuals aiming to strengthen emotional intelligence, creativity, and strategic thinking in leadership situations.

Course Outlines

Module 1:

Advanced Communication & Interpersonal Skills

Day 1: How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioral traits and react to them
- How to modify your own behavior to match other's
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you

Day 2: Self Awareness

- Key concepts of NLP
- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self-talk and what it means
- Maslow's Hierarchy of Needs
- Internal and external referencing

Day 3: Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication

- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes
- Communication exercises

Day 4: Empathy

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modeling - how others do things

Day 5: Motivation

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organization
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organization
- Testing your well-formed outcomes
- Stepping into the future

Module 2:

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Advanced Problem Solving & Decision Making

Day 6: 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 7: 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 8: 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

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Day 9: 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 10: 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: Advanced Communication & Problem Solving

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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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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.