



*Training Course:
Advanced Communication & Problem Solving*

*7 - 18 September 2026
Madrid (Spain)*

Training Course: Advanced Communication & Problem Solving

Training Course code: PS236427 From: 7 - 18 September 2026 Venue: Madrid (Spain) - Training Course Fees: 9450 € Euro

Introduction

In today's fast-paced and complex business environment, effective communication and structured problem-solving are critical competencies for professionals at all levels. Organizations that foster advanced communication skills alongside analytical and solution-oriented thinking gain a significant competitive advantage.

The Advanced Communication & Problem Solving training program is designed by Global Horizon Training Center to equip professionals with high-level interpersonal communication capabilities and practical problem-solving methodologies that drive performance, reduce conflict, and enhance decision-making quality.

Objectives

By the end of this program, participants will be able to:

- Master advanced verbal and non-verbal communication techniques.
- Enhance active listening and persuasive communication skills.
- Manage difficult conversations and workplace conflicts effectively.
- Apply structured problem-solving frameworks to complex business challenges.
- Utilize analytical tools for root cause analysis.
- Strengthen decision-making under pressure.
- Improve collaboration and cross-functional communication.
- Present solutions confidently to senior stakeholders.
- Transform challenges into opportunities for innovation.
- Build a culture of constructive communication and continuous improvement.

Target Audience

This program is suitable for:

- Managers and supervisors
- Team leaders

- Department heads
- Project managers
- HR professionals
- Administrative leaders
- Customer service managers
- Professionals in decision-making roles

Outlines

Day 1: Foundations of Advanced Communication

- Communication in modern organizations
- Communication barriers and how to overcome them
- Emotional intelligence in communication
- Self-assessment: Personal communication style
- Building credibility and trust

Day 2: Mastering Verbal & Non-Verbal Communication

- Advanced verbal techniques
- Tone, clarity, and influence
- Body language and micro-expressions
- Reading others effectively
- Practical communication drills

Day 3: Active Listening & Powerful Questioning

- Deep listening techniques
- Empathetic communication
- Strategic questioning models
- Avoiding assumptions and misinterpretations
- Listening simulation workshop

Day 4: Persuasion, Influence & Stakeholder Communication

- Principles of persuasion
- Communicating with senior management
- Influencing without authority
- Negotiation communication techniques
- Case study practice

Day 5: Managing Difficult Conversations & Conflict

- Conflict styles and responses
- De-escalation techniques
- Handling resistance and objections
- Giving and receiving constructive feedback
- Role-play simulations

Day 6: Structured Problem-Solving Frameworks

- Introduction to structured problem solving
- The PDCA Cycle Plan-Do-Check-Act
- 5 Whys technique
- Fishbone Ishikawa diagram
- Problem definition workshop

Day 7: Root Cause Analysis & Analytical Thinking

- Critical thinking vs reactive thinking
- Data-driven problem solving
- Identifying symptoms vs root causes
- Risk analysis fundamentals
- Group case analysis

Day 8: Creative Problem Solving & Innovation

- Lateral thinking techniques
- Brainstorming models
- Design Thinking fundamentals
- Decision trees and solution evaluation
- Innovation lab session

Day 9: Decision-Making Under Pressure

- Decision-making models
- Biases in decision-making
- Crisis communication principles
- Rapid problem-solving techniques
- Simulation: High-pressure scenario

Day 10: Integration, Presentation & Action Planning

- Integrating communication with problem solving
- Presenting solutions to executives
- Capstone team project presentations
- Feedback and performance review
- Personal development action plan
- Program evaluation and certification

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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