



# Advanced Communication & Problem Solving

## Lead, Innovate & Transform

23 Jul - 03 Aug 2018, London  
03 - 14 Sep 2018, Copenhagen  
19 - 30 Nov 2018, London



22-NOW-17



The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for re-certification credit.



United Nations  
Global Compact



# Advanced Communication & Problem Solving

## Lead, Innovate & Transform

### Why Choose this Training Course?

This highly interactive training course will look into the tried and trusted management processes, procedures and methodology used by many companies to build productive and cohesive units whilst establishing strong working relationships. It will explore: behaviour; communication; leadership styles; problem identification to solution generation; evaluating creative techniques; how to challenge more ‘outcomes thinking’.

Excellent communication is essential for the creation of a highly effective and productive organisation; building rapport with people develops trust, openness and meaningful relationships. Decision making and problem solving represent the most important of all managerial and leadership activities; making timely, well-considered and informed decisions, will lead your team and organisation to deserved success.

#### This AZTech training course will feature:

- The psychology of personality and how this influences the solutions we select ensuring greater understanding of the behavioural traits of yourself and others
- The application of whole brain thinking to the problem solving process in order to balance the logical and creative dimensions of problem solving
- Assessing personal creativity and challenge the mental blocks that limit our thinking
- Practical solutions to work related issues through Neuro Linguistic Programming, Emotional Intelligence and psychometric profiling
- Advanced communication and motivation models essential to modern day business units that will greatly enhanced leadership skills

### How will this Training Course be Presented?

This training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. Lectures and discussions are either preceded or followed by powerful individual or group exercises designed to replicate real work based situations. This course uses the cutting edge skills of NLP and Emotional Intelligence and psychometric testing.

### Who is this Training Course for?

This AZTech training course is suitable to a wide range of professionals or anyone wishing to improve their communication, interpersonal, problem solving and decision-making skills. It will greatly benefit:

- Leaders who seek to challenge the culture of their organisation and ignite innovation
- Team leaders interested in further developing their management skills and building collaborative practice
- Professionals wanting to further develop their management and leadership techniques
- Organisational leaders who make key business decisions
- New members of the management teams & anyone wishing to improve their communication, interpersonal, problem solving and decision making skills
- Those being developed for promotion or those who can disseminate newly learned skills within the workplace
- Those who want to be able to build lasting rapport with those around them

### What are the Goals?

By the end of this AZTech training course, participants will be able to:

- Determine pragmatic methods for effective problem solving
- Appreciate the impact of personality on creativity, decision making & problem solving process
- Develop strategies for creating a positive work environment
- Recognise differing behavioural styles & learn to adapt to build lasting rapport
- Understand your key roles in encouraging & developing your staff thru the power of personal motivation & effective communication



# The Course Content

## Module 1: Advanced Communication & Interpersonal Skills

### Day 01: How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioural traits and react to them
- How to modify your own behaviour 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
- Read body language in order to understand how others are thinking and responding to you

### Day 02: Self-Awareness: How to Gain a Greater Understanding of Yourself

- Key concepts of 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
- Internal and external referencing

### Day 03: Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking and language patterns
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well formed outcomes

### Day 04: Empathy: The Ability to Understand Situations from Another's Perspective

- 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
- Learning Styles
- Modelling: how others do things

### Day 05: Motivation: How to get the most from Yourself and Other

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

## The Structure

This comprehensive training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day training courses.

- Module 1 - Advanced Communication & Interpersonal Skills
- Module 2 - Advanced Problem Solving & Decision Making



# The Course Content

## Module 2: Advanced Problem Solving & Decision Making

### Day 06: The Psychology of Problem Solving and Decision Making

- Introduction: Why study problem solving and decision making
- A synopsis of psychological thought
- Values, Problem Solving and Bias in Decision Making
- Psychological type and Lateral Thinking for Problem Solving
- Psychometric assessment on your problem solving preferences
- Using a team approach to encourage structured and lateral thinking

### Day 07: Problem Solving, the Cognitive Process and Whole Brain Thinking

- Problem solving: the highest order cognitive process
- Split brain theory to make informed and balanced decisions
- Developing openness to new ideas in making decisions
- The model of creative problem solving
- Lessons in facing the unexpected events
- Decision Making and the Management of Change

### Day 08: Creating Continuous Improvement in the Workplace

- Encouraging creative problem solving for continuous improvement
- Appreciative Enquiry and a focus on positive dialogues
- Solution focus methodology: a radical transformational approach to solving problems
- Diagnostic tools for organisational improvement
- Using techniques to innovate and improve process and product
- The Disney Creative Thinking Strategy

### Day 09: Building Creative Capability in Self and Removing Mental Block

- ‘How creative am I?’ Challenging self-imposed assumptions
- Thinking outside the box and ‘Imagineering’: current examples from technology
- ‘Curiosita’: using the multiple intelligences of Leonardo da Vinci
- A model for organisational innovation
- Organisational culture and its influence on the creative organisation
- Creative leadership in times of crisis: the role of emotional intelligence in decision making

### Day 10: The Creative Leader in the Innovative Organisation

- Leadership style and decision making activities
- Enhancing Serendipity
- Ensuring alignment with corporate mission
- Assessing creativity in your organisation
- Creating “innovation champions” as a strategy for fostering change
- Developing a personal action plan for the workplace and assessment guidance

### The Certificate

- AZTech Certificate of Completion for delegates who attend and complete the training course

# Advanced Communication & Problem Solving

## Lead, Innovate & Transform

Date	Venue	Fees(USD)	Book your seat
23 Jul - 03 Aug 2018	London	\$9,900	<a href="#">Register Now</a>
03 - 14 Sep 2018	Copenhagen	\$9,900	<a href="#">Register Now</a>
19 - 30 Nov 2018	London	\$9,900	<a href="#">Register Now</a>

This fee is inclusive of Documentation, Lunch and Refreshments

## REGISTRATION DETAILS

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Position: \_\_\_\_\_ Company: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

## AUTHORISATION

Authorised by: \_\_\_\_\_ Position: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Postal Address: \_\_\_\_\_

## MODE OF PAYMENT

Please invoice my company  Please invoice me  Please find enclosed a cheque payable to AZTECH

## HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

## CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.



An ISO 9001:2015 & ISO 29990:2010  
Certified Company

## The Structure

This comprehensive training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day training courses.

- **Module 1** - Advanced Communication & Interpersonal Skills
- **Module 2** - Advanced Problem Solving & Decision Making



### EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

### 4 WAYS TO REGISTER

Toll Free: ..... 800-AZTECH  
Telephone: ..... +971 4 427 5400  
Fax Number: ..... +971 4 427 5401  
Email Address: ..... info@aztechtraining.com  
Visit our website: ..... www.aztechtraining.com

### CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the course



### DOWNLOAD TRAINING PLAN 2018

Scan this code with your smart phone to download Training Plan 2018. Our training portfolio will provide you a number of seminars and courses to choose from depending on your organisational goals and personal development objectives.