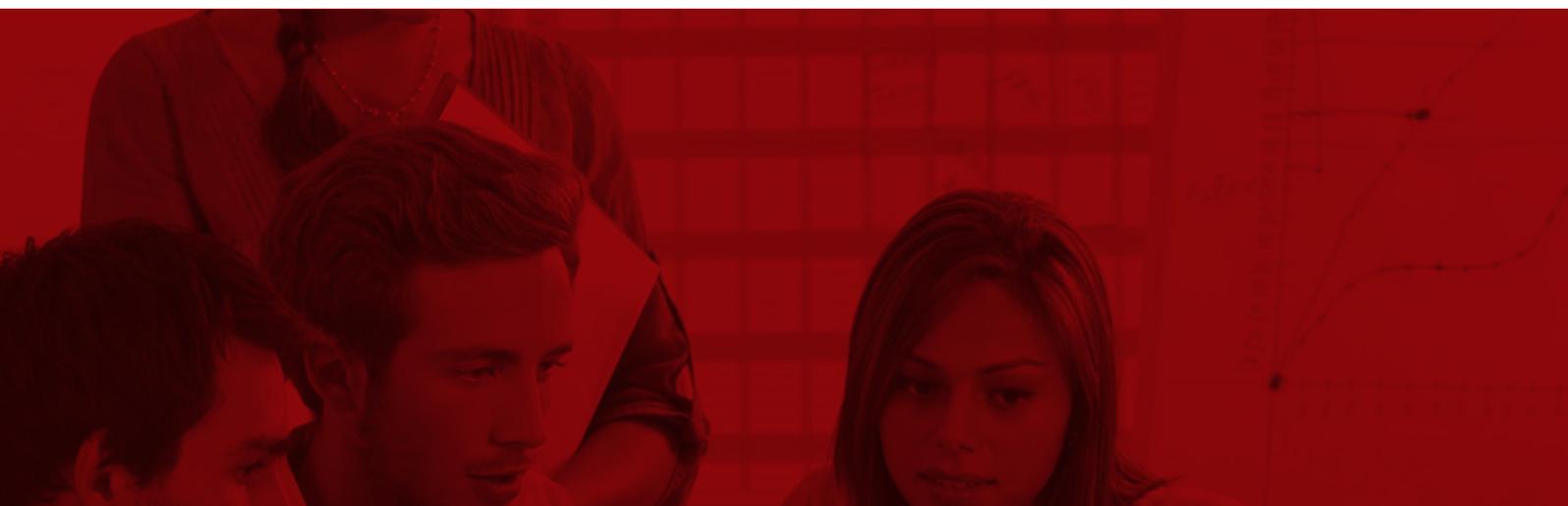




*“Excellent Service – Excellent Delivery”*



Advanced Problem Solving & Decision Making

# Creative Problem Solving for Innovative Leadership

Analysis, Design & Leadership

17 - 21 Aug 2020, Paris

23 - 27 Nov 2020, London

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



United Nations  
Global Compact

# Advanced Problem Solving & Decision Making Creative Problem Solving for Innovative Leadership Analysis, Design & Leadership

## COURSE SCHEDULE:

17 - 21 Aug 2020, Paris

23 - 27 Nov 2020, London

## THE CERTIFICATE:

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

## Why Choose this Training Course?

Leadership excellence is often characterised by the capacity to be decisive and taking the appropriate decisions at the right time. Modern theory visualises today's leader as a "design architect", who seeks to create a sustainable future in an uncertain world. This not only requires balancing personal opinions and the prevalent 'collective wisdom', but also ensuring reasoned logical outcomes are mindful of the emotional impact that decisions may generate. Decisions are never made in isolation, since we live in a world of global change and ever-increasing political instability, where actions will always impact others. It is therefore an organisational imperative that leaders have both a full understanding of the psychological dynamics and an array of tools and techniques that can facilitate good practice in decision making.

This AZTech training course offers a step by step journey from problem identification to solution generation and additionally to evaluate creative techniques that challenge more traditional models of "outcomes thinking". It offers a wide range of tools and techniques and insights into how leaders can inspire the creative process within themselves and their teams and the wider organisation. Delegates will leave energized and convinced of their creative potential. Decision making and problem solving represent the most important of all managerial and leadership activities; if you can make timely, well-considered and informed decisions, then you can lead your team and organisation to deserved success.

### This training course will feature:

- The psychology of personality and how this influences the solutions we select.
- The application of whole brain thinking to the problem-solving process
- Generating innovative solutions to foster continuous improvement
- Assessing personal creativity and decision-making skills; challenging personal limitations
- Understanding the cognitive and interpersonal dynamics that underpin our thinking

## What are the Goals?

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

- Select and apply pragmatic methods for effective problem solving and decision making
- Appreciate how values, bias and personality can impact solutions we create
- Utilise a structured approach to generate productive solutions
- Assess personal and organisational creativity and set an agenda for progression
- Explore and apply various problem-solving techniques that generate creative solutions
- Develop the decisive skills that define competent and credible leadership

## Who is this Training Course for?

This AZTech 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 have specific appeal to:

- Professionals seeking to widen their cognitive thinking skills
- Team leaders keen to utilise "collective wisdom" build skills collaborative practice
- Leaders who seek to challenge the culture of their organisation and ignite innovation
- Senior executive leaders challenged by the decision-making process
- Those new to who seek to harness diversity and foster collaboration

## How will this Training Course be Presented?

This AZTech training course will present a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The emphasis is on experiential learning and applying theory in a practical way to foster good practice. It will be a highly interactive programme that encourages delegates to share issues of concern and apply techniques to generate potential solutions that can be applied in their organisation. All activities are focused on making an immediate impact in practice and generate improvements in outcomes. This intervention is designed to accommodate all professionals but has a strong focus on leadership and the bigger picture of creativity in organisations.

# THE COURSE CONTENT

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## **DAY01: Decision Making and Problem Solving – Symbiotic Partners**

- Leadership and the dynamics of decision making
- 21st century Leadership - “decision architects” of future performance
- Impacting variables: values, bias and hubris in seeking ethical solutions
- Personality Type and cognitive preferences in decision making
- Psychometric assessment on your problem-solving preferences
- “Collective wisdom” a structured process for grounded solutions

## **DAY02: Applying Structured Techniques to Organisational Issues**

- How well do I solve problems? outcomes and personal cognitive strengths
- Using the “whole brain” to make rational, informed and balanced decisions
- Flexibility on leadership and thinking; opening the mind to new ideas
- A structured model for problem solving; balancing logic and emotional responses
- Unexpected events that destroy equilibrium; the unpredictable factor
- Dynamic Tension, Decision Making, Newton’s Laws and the Management of Change

## **DAY03: The Quest for Continuous Improvement – A Journey not a Destination**

- Encouraging creative problem solving for continuous improvement
- Appreciative Enquiry and a focus on positive dialogues
- Solution Focus methodology: a transformational tool for business dialogues
- Diagnostic tools for identifying and addressing organisational issues
- TRIZ: Applying techniques to innovate and improve process and product
- Capturing the creative capacity of the millennial generation

## **DAY04: Building Creative Capability in Self, Others and the Wider Organisation**

- “How creative am I”? Challenging self-imposed assumptions
- Beware the creative introvert: the “ENIGMA” of the quiet, awkward individual
- Where do good ideas come from? “Imagineering”: current examples from technology
- “Curiosita”: multiple intelligences and lessons from Leonardo da Vinci
- Fostering and facilitating organisational innovation
- Building the creative organisation: a menu for good leadership practice
- Creative leadership dialogues to influence, persuade and align your people

## **DAY05: The Creative Leader in the Innovative Organisation**

- Leadership style, cognitive processes decision-making outcomes
- Enhancing Serendipity
- Ensuring alignment with corporate mission
- Assessing creativity in your organisation and identifying “roadblocks”
- Establishing “innovation champions”; a strategy for promoting innovation and change
- Designing a personal plan for innovation in the workplace



Advanced Problem Solving & Decision Making  
**Creative Problem Solving  
 for Innovative Leadership**  
 Analysis, Design & Leadership

| Date             | Venue          | Fees(USD) |
|------------------|----------------|-----------|
| 17 - 21 Aug 2020 | Paris - France | \$5,950   |
| 23 - 27 Nov 2020 | London - UK    | \$5,950   |

**REGISTER NOW**

\*This fee is inclusive of Documentation, Lunch and Refreshments and exclusive of 5% UAE VAT

**Complete & send by fax/mail to address given below.  
 Please use BLOCK CAPITALS.**

**REGISTRATION DETAILS**

FAMILY NAME: \_\_\_\_\_

FIRST NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_ COMPANY: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

FAX: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**AUTHORISATION**

AUTHORISE BY: \_\_\_\_\_

POSITION: \_\_\_\_\_ EMAIL: \_\_\_\_\_

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**MODE OF PAYMENT**

- PLEASE INVOICE MY COMPANY
- PLEASE INVOICE ME
- PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
- ONLINE / CREDIT CARD

**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.

**Event Disclaimer**

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the instructor and alter the course content 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.

**Cancellation & Substitution**

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.

**4 Ways to Register**

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