



"Excellent Service – Excellent Delivery"

ADVANCED COMMUNICATION & PROBLEM SOLVING

Lead, Innovate & Transform

09 - 20 Aug 2021, Paris

15 - 26 Nov 2021, London

10 - 21 Jan 2022, Kigali



An ISO 9001:2015 and ISO 29993:2017
Certified Company



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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

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

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



MODULE ONE: **ADVANCED COMMUNICATION & INTERPERSONAL SKILLS**

THE COURSE CONTENT

Day One: 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 Two: 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 Three: Crystal Clear Communication

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

Day Four: 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 Five: 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

**MODULE TWO:
ADVANCED PROBLEM SOLVING
& DECISION MAKING**

THE COURSE CONTENT

Day Six: 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

Day Seven: 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

Day Eight: 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

Day Nine: 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

Day Ten: 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



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 CERTIFICATES

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



DATE	VENUE	FEES(USD)
09 - 20 Aug 2021	Paris	\$ 11,900
15 - 26 Nov 2021	London	\$ 11,900
10 - 21 Jan 2022	Kigali	\$ 11,900

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:

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MODE OF PAYMENT

- Please invoice my company
- Please invoice me
- Please find enclosed a cheque payable to AZTECH
- / Credit card



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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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Visit our website: www.aztechtraining.com

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