MERCURY

Advanced Communication & Problem Solving Training Course

31 May – 11 June 2027
London (UK)



Dubai - UAE: +971 4 450 5697
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Ref: 1038_331324 **Date:** 31 May – 11 June 2027 **Location:** London (UK) **Fees:** 9500 Euro

Introduction

All businesses in the current climate require a competitive edge, which can be achieved through innovative and exciting products and services or through high-caliber, efficient, and effective world-class employees.

Top-performing organizations invest passionately in their most valuable resource - their staff. To uphold high standards, these organizations allocate significant time and energy towards the continuous professional development of their teams and business operations.

Teams proficient in course problem solving are essential for driving business forward, being dedicated to completing tasks in the most efficient manner possible. This level of collaboration and efficacy does not happen by coincidence; it is the result of exemplary leadership, trust, and teamwork. Excellent teams have explicit directions and devised strategies to reach their predetermined objectives.

This course problem solving techniques course dives into the established leadership and management processes, methods, and tools used by leading blue-chip companies to accomplish remarkable outcomes. These organizations utilize powerful management instruments to instill high performance in their employees, safeguarding the future and reputation of their companies through innovative development, exemplary service, and rigorous evaluation. The problem-solving skills course delivers practical solutions to work-related challenges, equipping attendees with actionable strategies for the workplace.

Participants will explore various behavioral patterns, scrutinize leadership styles, and discover how to maximize employee performance using cutting-edge techniques, including Neuro-Linguistic Programming NLP and Emotional Intelligence EQ.

Targeted Groups

- Head of Departments
- Managers
- Supervisors
- Team Leaders
- HR Professionals
- Employees across all departments and managerial levels

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Course Objectives

By the conclusion of this advanced communication course, participants will be able to:

- Develop immediately applicable skills and abilities for the workplace
- Recognize and manage personal style and behavior preferences
- Enhance communication skills for increased efficacy
- Formulate strategies for fostering a positive work environment
- Delegate tasks and motivate employees effectively
- Construct and develop cohesive teams
- Adapt behavior to build lasting rapport with different personalities
- Understand the pivotal roles in boosting and cultivating staff capabilities
- Utilize personal motivation to drive success
- Offer and interpret feedback on performance and perception effectively
- Advance leadership skills for more profound impact
- Collaboratively approach problem-solving tasks
- Comprehend and apply a creative problem-solving process
- Analyze the roots of problems comprehensively
- Generate and assess ideas critically
- Develop and implement practical action plans
- Achieve heightened awareness of self and leadership potential
- Tailor leadership approaches to benefit teams and departments
- Adapt to different individual's needs effectively
- Bolster decision-making aptitudes in oneself and others
- Employ sound decision-making techniques for problem-solving
- Nurture key leadership styles to manage relationships effectively

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Targeted Competencies

- NLP and Emotional Intelligence
- Advanced problem solving
- Emotional Intelligence
- Creativity and Innovative Thinking
- Communication and Interpersonal Skills
- Employee Motivation Strategies
- Assertiveness for Leadership
- Leadership and Team Development
- Management Processes Evaluation
- Team Building and Leadership
- Flexibility and Adaptability
- Performance Improvement
- Effective Decision-Making Skills

Course Content

Unit 1: How to Build Lasting Rapport

- Mastering the art of rapport building
- Identifying and responding to various behavioral traits
- Modifying personal behavior to align with others
- Developing a keen perception of non-verbal cues
- Creating connections that foster trust and commitment
- Embracing empathy to appreciate others experiences and viewpoints
- Reading and interpreting body language to gauge reactions

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Unit 2: Self Awareness

- Understanding the key concepts of NLP
- Exploring the link between NLP and Emotional Intelligence
- Harnessing your emotions for greater self-awareness
- Eliciting emotions
- Recognizing unconscious messages and trusting intuition
- The significance of self-talk
- Delving into Maslow's Hierarchy of Needs
- Differentiating between internal and external referencing
- Unit 3: Crystal Clear Communication
- Effective listening and questioning methods
- Cognition patterns in communication
- Awareness of communication filters
- Employing metaphors for enhanced understanding
- Utilizing sub-modalities in communication
- Practicing perceptual positions for clarity
- Establishing climates of trust
- Formulating well-defined outcomes
- Participatory communication exercises

Unit 4: Empathy

- Revising techniques to detect communication signals
- Conveying and interpreting first impressions
- Unraveling the secrets of body language
- Grasping the fundamentals of how we communicate
- Overcoming communication barriers
- Understanding the mechanics of truthful and deceitful communication
- Recognizing diverse learning styles
- Modeling excellence by observing how others perform tasks efficiently

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Unit 5: Motivation

- Analyzing logical levels of change
- The role of values in stirring motivation
- Drawing out personal and organizational values
- Uncovering the secrets of employee motivation
- Setting goals that inspire action
- Shaping a constructive future vision for the organization
- Assessing the feasibility of positive outcomes
- Envisioning and stepping towards the future

Unit 6: The Psychology of Problem Solving and Decision Making

- Engaging in collaborative problem-solving activities
- Introduction to the importance of problem-solving and decision making
- A glance at psychological theories and thought
- Correlation between values, problem-solving, and decision making
- Psychological type and Lateral Thinking for Problem Solving
- Insights revealed by psychological types
- Fostering lateral thinking with the ZIGZAG model
- Analyzing case studies on individual and group decision-making processes

Unit 7: Developing Decision Making Skills

- Balancing analytical and intuitive decision making
- The split-brain theory and problem-solving skills enhancement
- Cultivating openness to novel ideas in decision making
- Encouraging idea mobility within teams
- Grasping the creative solving process among individuals and groups
- Employing the IDEAL problem-solving methodology

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Unit 8: Applying Effective Decision Making Skills in the Workplace

- Promoting creative problem-solving for ongoing improvement
- Tackling obstacles that hinder creative thinking
- Understanding convergent and divergent thought processes
- Diversifying thinking skills for problem resolution
- Applying SCAMPER techniques for problem analysis
- Utilizing SCAMPER for informed decisions

Unit 9: Making Mental Blocks to Decision Making a Thing of the Past

- Contesting self-imposed mental blocks
- Thinking creatively beyond established boundaries
- Stimulating a flow of novel ideas
- Earning support for innovative concepts
- Critically assessing new suggestions
- Leading creatively during brainstorming and resolution sessions

Unit 10: Effective Leadership and the Dynamic Problem Solving Team

- Ensuring alignment with the companys core mission
- Supporting autonomous employee actions
- Endorsing unofficial yet productive activities
- Valuing the role of serendipity in solutions
- Appreciating diverse sources of inspiration
- Facilitating intra-company dialogue for effective problem-solving
- Crafting a personal action plan for leadership and problem-solving