MERCURY

Advanced Communication & Problem-Solving Training Workshop

14 - 25 Jul 2024
Online

Advanced Communication & Problem-Solving Training Workshop

Ref.: 8156_285948 **Date:** 14 - 25 Jul 2024 **Location:** Online **Fees:** 2700 **Euro**

Introduction:

All businesses need a competitive edge in the current climate. This advanced communication and problem-solving skills workshop edge can be gained through innovative and exciting products and services or effective and efficient world-class employees.

Top-performing organizations are passionate about their most valuable resource: their staff. To maintain their high standards, a large proportion of their time and energy is spent on continuous professional development for their employees and their business.

Teams that find solutions together make things happen. They are committed to getting the job done quickly and efficiently. This advanced communication and problem-solving skills workshop doesn't happen accidentally; it is about leadership, trust, and teamwork. The finest teams have a clear direction and a route to reach their ultimate goal.

This advanced communication and problem-solving skills program investigates the tried and trusted leadership and management processes, procedures, and methodology many blue-chip organizations use to achieve outstanding results. These organizations utilize highly efficient management tools to develop high staff performance and ensure their companies' future and reputation through innovative development, service, and evaluation.

This advanced communication and problem-solving skills conference offers participants practical solutions to work-related issues. You will explore a variety of behaviors, discuss leadership styles, and learn how to get the most out of your staff by using state-of-the-art techniques such as Neuro-Linguistic Programming NLP and Emotional Intelligence EQ.

Targeted Groups:

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

Workshop Objectives:

At the end of this advanced communication and problem-solving skills conference, the participants will be able to:

- Develop skills and abilities that can be used immediately in the workplace.
- Recognize personal style and behavior preferences.
- Build effective communication skills.
- Develop strategies for creating a positive work environment.
- Learn how to delegate and motivate.
- Build and develop teams.
- Recognize different behavioral styles and learn to adapt to them to build lasting rapport.
- Understand the key roles you have in encouraging and developing your staff.
- Harness the power of personal motivation.
- Give and receive feedback on performance and perception.
- Improve their leadership skills.
- Use a team approach to solving problems.
- Understand and utilize a creative problem-solving process.
- Analysis of the source of problems.
- Learn to generate ideas and evaluate them.
- Implement and create workable action plans.
- Gain a greater awareness of themselves and their full leadership potential.
- Refine their leadership styles for the benefit of their team and department.
- Develop adaptability in dealing with different people.
- Enhance decision-making skills in employees.
- Apply effective decision-making skills in solving problems.
- Learn how to cultivate key leadership styles.
- Manage relationships with others with an effective leadership style.

Targeted Competencies:

At the end of this advanced communication and problem-solving skills conference, the participants will be able to:

- NLP and Emotional Intelligence.
- Problem-Solving.
- Emotional Intelligence.
- Creativity.
- Communication and Interpersonal Skills.
- Motivating Staff.
- Assertiveness.
- Leadership.
- Management processes.
- Building and Leading Teams.
- Flexibility and versatility.
- Improvement in individual and team performance.
- Effective decision-making skills.

Workshop Content:

Unit 1: How to Build Lasting Rapport:

- The art of building lasting rapport.
- How do we identify behavioral traits and react to them?
- How do you modify your behavior to match others?
- Sharpen your senses to the signals others are sending you.
- Connect with colleagues and clients at a level that creates deeper trust and commitment.
- Step into another person's shoes to better appreciate their experiences and motivations.
- Read body language to understand how others are thinking and responding to you.

Unit 2: Self Awareness:

- Key concepts of NLP.
- The relationships between 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.
- Maslow's Hierarchy of Needs.
- Internal and external referencing.

Unit 3: Crystal Clear Communication:

- Powerful listening and questioning techniques.
- Thinking patterns.
- Filters to communication.
- The use of Metaphors.
- Sub-modalities.
- Perceptual positions.
- Climates of trust.
- Well-formed outcomes.
- Communication exercises.

Unit 4: Empathy:

- 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.
- Understanding the science of lying.
- Learning Styles.
- Modeling - how others do things.

Unit 5: Motivation:

- Logical levels of change.
- The importance of values in motivation.
- Eliciting values for yourself and your organization.
- The secrets of motivation.
- Setting goals that motivate.
- Creating a positive future for your organization.
- Testing your well-formed outcomes.
- Stepping into the future.

Unit 6: The Psychology of Problem-Solving and Decision-Making:

- Group problem-solving exercise.
- Introduction: Why study problem-solving and decision-making?
- A synopsis of psychological thought.
- Values, Problem Solving, and Decision Making.
- Psychological type and Lateral Thinking for Problem Solving.
- What psychological type reveals about me and my preferences?
- Using a team approach to encourage lateral thinking: ZIGZAG model.
- Individual or group decision making: case studies.

Unit 7: Developing Decision-Making Skills:

- Using your left brain and right brain to make decisions.
- Split-brain theory for developing effective problem-solving skills.
- Developing openness to new ideas when making decisions.
- Promoting idea mobility in teams.
- Understanding the creative solving process in individuals and teams.
- IDEAL problem-solving approach.

Unit 8: Applying Effective Decision-Making Skills in the Workplace:

- Encouraging creative problem-solving for continuous improvement.
- Removing blocks to creative problem-solving.
- Convergent versus Divergent Thinking.
- Divergent Thinking Skills for solving problems.
- Using SCAMPER techniques to approach problem-solving.
- Applying SCAMPER techniques to make effective decisions.

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

- Challenging self-imposed assumptions.
- Thinking outside the box.
- Increasing new ideas.
- Getting people behind you.
- Evaluating new ideas.
- Creative leadership during problem-solving and decision-making sessions.

Unit 10: Effective Leadership and the Dynamic Problem-Solving Team:

- Ensuring alignment with the corporate mission.
- Encouraging self-initiated activity.
- Endorsing Unofficial activity.
- Enhancing Serendipity.
- Importance of appreciating diverse stimuli.
- Practicing within-company communication for problem-solving.
- Developing a personal action plan.

Registration form on the :
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