



Advanced Communication & Problem Solving

Lead, Innovate & Transform

► Upcoming Sessions

05-16 Aug 2024	London - UK	\$11,900
30 Sep-11 Oct 2024	Lisbon - Portugal	\$11,900
11-22 Nov 2024	Dubai - UAE	\$11,900
06-17 Jan 2025	London - UK	\$11,900
23 Jun-04 Jul 2025	New York - USA	\$13,900
04-15 Aug 2025	London - UK	\$11,900
10-21 Nov 2025	Dubai - UAE	\$11,900

► Training Details

Training Course Overview

Effective communication is paramount for fostering a highly efficient and productive organization, enabling the establishment of rapport and trust, openness, and meaningful relationships. Our interactive Anderson training course delves into established management processes, procedures, and methodologies utilized to cultivate cohesive and productive units while forging strong working relationships. Participants will explore various aspects, including behavior, communication, leadership styles, problem identification, solution generation, evaluation of creative techniques, and the promotion of outcome-oriented thinking. Among these, decision-making and problem-solving emerge as the most crucial managerial and leadership activities. Making timely, well-considered, and informed decisions is pivotal in steering your team and organization toward well-deserved success.

The Structure

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

Module 1 - [Advanced Communication & Interpersonal Skills](#)

Module 2 - [Advanced Problem Solving & Decision Making](#)

Training Course Objectives

By attending this Anderson training course, you should achieve these goals:

- Determine pragmatic methods for effective communication
- 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

Designed For

This Anderson training course is intended to take those who supervise other people and processes and give them pure communication and leadership skills to enable them to have the capacity to both lead and manage people. "Good Communication and Leadership skills has always been the best and essential tool in driving a bigger workforce". For example:

- ▶ Individuals with leadership potential
- ▶ Individuals being developed for promotion
- ▶ Professionals who need to communicate effectively to fulfill their role
- ▶ Individuals who can disseminate newly learned skills within the workplace
- ▶ Professionals who problem solve and require strong decision making skills

▶ Training Details

Module 1: Advanced Communication & Interpersonal Skills

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 2: Advanced Problem Solving & Decision Making

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 Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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