

# € TRAINING

Advanced Communication and Problem  
Solving

A photograph of four business professionals (two men and two women) sitting around a table, smiling and looking towards the camera. They are dressed in professional attire. The background is a bright, modern office setting. A large blue curved graphic element is overlaid on the top right and bottom right of the image.

15 - 26 December 2024  
Amman (Jordan)



# Advanced Communication and Problem Solving

REF: Q39 DATE: 15 - 26 December 2024 Venue: Amman (Jordan) - Fee: 5325 Euro

## Introduction:

This training program is designed to equip participants with advanced skills to effectively communicate and tackle complex challenges. It empowers individuals to navigate dynamic environments confidently, fostering collaborative solutions and driving organizational success.

## Program Objectives:

At the end of this program, participants will be able to:

- Navigate complex communication challenges confidently, using techniques like active listening, assertive communication, and negotiation.
- Address intricate problems effectively through advanced strategies like critical thinking, root cause analysis, and decision-making frameworks.
- Collaborate with teams to innovate solutions, foster productive discussions, and achieve organizational success through strategic communication.
- Adapt communication styles to diverse audiences and contexts, enhancing interpersonal relationships and organizational effectiveness.
- Apply ethical communication principles and responsible decision-making to navigate complex ethical dilemmas with integrity.
- Lead collaborative problem-solving sessions, fostering innovation and continuous improvement within teams.
- Utilize advanced communication technologies to streamline workflows and enhance productivity in virtual environments.
- Confidently present complex ideas to stakeholders, leveraging persuasive communication to drive positive outcomes.

## Targeted Audience:

- Head of Departments.
- Managers.
- Supervisors.
- Team Leaders.
- HR Professionals.

- Employees among all departments and managerial levels.

## Program Outlines:

### Unit 1:

#### Understanding Advanced Communication Techniques:

- Effective Listening Skills: Active listening techniques to comprehend complex messages.
- Nonverbal Communication Mastery: Utilizing body language and gestures for enhanced communication.
- Assertive Communication: Expressing thoughts and opinions confidently while respecting others.
- Emotional Intelligence Development: Understanding and managing emotions to navigate communication challenges.
- Cultural Sensitivity Training: Recognizing and adapting communication styles to diverse cultural backgrounds.

### Unit 2:

#### Advanced Interpersonal Communication Strategies:

- Conflict Resolution Techniques: Resolving conflicts constructively through effective communication.
- Negotiation Skills Development: Employing negotiation tactics to achieve win-win outcomes.
- Building Trust and Rapport: Establishing and maintaining trustful relationships through effective communication.
- Empathy and Compassion Training: Developing empathy to understand others' perspectives and foster connection.
- Handling Difficult Conversations: Techniques for addressing sensitive topics and managing difficult interactions.

### Unit 3:

#### Strategic Communication Planning:

- Communication Goal Setting: Setting clear objectives for effective communication outcomes.
- Audience Analysis: Understanding the needs, preferences, and expectations of the target audience.
- Message Development: Crafting concise and compelling messages tailored to the audience.
- Channel Selection: Choosing the most suitable communication channels for message delivery.

- Feedback Mechanisms: Establishing feedback loops to evaluate and improve communication effectiveness.

## Unit 4:

### Advanced Problem-Solving Techniques:

- Root Cause Analysis: Identifying underlying causes of complex problems for effective solutions.
- Critical Thinking Skills: Analyzing situations objectively and making informed decisions.
- Creative Problem-Solving Methods: Generating innovative solutions to challenging problems.
- Decision-Making Frameworks: Utilizing decision-making models to evaluate alternatives and make sound choices.
- Systems Thinking Approach: Understanding interconnectedness and considering the broader context in problem-solving.

## Unit 5:

### Effective Communication in Leadership:

- Inspirational Communication: Motivating and inspiring others through compelling communication.
- Visionary Leadership Communication: Articulating a clear vision and goals to align team efforts.
- Leading Change Communication: Communicating change initiatives effectively to facilitate transition.
- Coaching and Feedback Skills: Providing constructive feedback and coaching to support team development.
- Crisis Communication Management: Handling crisis situations with transparency, empathy, and confidence.

## Unit 6:

### Collaborative Problem-Solving Strategies:

- Team Problem-Solving Techniques: Facilitating collaborative problem-solving sessions to leverage collective intelligence.
- Group Decision-Making Processes: Employing consensus-building methods to reach agreement in teams.
- Brainstorming and Ideation: Generating creative ideas and solutions through group brainstorming sessions.
- Conflict Resolution in Teams: Managing conflicts constructively to maintain team harmony and productivity.
- Team Communication Protocols: Establishing clear communication norms and protocols to enhance teamwork.

## Unit 7:

### Advanced Communication in Cross-Cultural Contexts:

- Cultural Intelligence Development: Enhancing awareness and understanding of cultural differences.
- Cross-Cultural Communication Competence: Adapting communication styles to bridge cultural gaps effectively.
- Global Communication Strategies: Navigating cultural nuances and diversity in international settings.
- Overcoming Language Barriers: Strategies for effective communication in multilingual environments.
- Respectful Interactions Across Cultures: Demonstrating sensitivity and respect in cross-cultural interactions.

## Unit 8:

### Strategic Problem-Solving for Organizational Success:

- Strategic Problem Definition: Defining organizational challenges and goals with clarity.
- Systems Analysis: Assessing organizational systems and structures to identify improvement opportunities.
- Change Management Strategies: Developing change initiatives and strategies to drive organizational transformation.
- Performance Improvement Planning: Designing interventions to enhance organizational performance and effectiveness.
- Continuous Improvement Culture: Fostering a culture of innovation, learning, and continuous improvement within the organization.

## Unit 9:

### Advanced Communication Technologies and Tools:

- Digital Communication Platforms: Utilizing email, instant messaging, and collaboration tools for efficient communication.
- Virtual Meeting Facilitation: Conducting effective virtual meetings using video conferencing and online collaboration platforms.
- Data Visualization Techniques: Presenting complex information and data effectively through visual representations.
- Social Media Engagement Strategies: Leveraging social media platforms for strategic communication and engagement.
- Technology Integration for Communication: Integrating communication technologies and tools to streamline workflows and enhance productivity.

## Unit 10:

### Communication Ethics and Responsible Problem-Solving:

- Ethical Communication Practices: Upholding principles of honesty, integrity, and transparency in communication.
- Confidentiality and Privacy Protection: Safeguarding sensitive information and respecting privacy rights.
- Stakeholder Engagement and Inclusivity: Ensuring inclusive and equitable communication practices that respect diverse perspectives.
- Corporate Social Responsibility Communication: Communicating corporate values, commitments, and sustainability initiatives responsibly.
- Ethical Decision-Making Frameworks: Applying ethical decision-making models to address moral dilemmas and ethical challenges.