


€ TRAINING

Conference on Advanced Communication
and Problem Solving Skills

A group of four smiling professionals (two men and two women) in a meeting setting. They are wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is blurred, showing a modern office environment.

5 - 16 May 2025
Casablanca (Morocco)



Conference on Advanced Communication and Problem Solving Skills

REF: C620 DATE: 5 - 16 May 2025 Venue: Casablanca (Morocco) - Fee: 7295 Euro

Introduction:

This conference is designed to equip participants with advanced communication and problem-solving techniques essential for effective leadership and collaboration in the workplace. Participants will learn how to navigate complex situations, enhance interpersonal communication, and apply problem-solving frameworks to overcome challenges. It empowers them to communicate confidently and solve problems efficiently, improving team dynamics and decision-making.

Conference Objectives:

By the end of this conference, participants will be able to:

- Master advanced communication techniques for diverse professional settings.
- Apply critical problem-solving frameworks to resolve complex issues.
- Strengthen interpersonal communication to enhance collaboration.
- Make informed, data-driven decisions in challenging situations.
- Foster a culture of open communication and innovation within teams.

Targeted Audience:

- Team Leaders and Managers.
- Project Managers.
- HR Professionals.
- Organizational Development Specialists.
- Business Professionals seeking to enhance their communication and problem-solving skills.

Conference Outline:

Unit 1:

Advanced Communication Techniques:

- Understanding different communication styles and adapting to diverse audiences.
- Techniques for clear, concise, and impactful verbal and written communication.

- Building rapport and trust through active listening and empathy.
- Managing high-stakes conversations with confidence and professionalism.
- Using non-verbal cues effectively to reinforce your message.

Unit 2:

Conflict Resolution and Difficult Conversations:

- Identifying the root causes of conflicts in the workplace.
- Strategies for managing and de-escalating conflicts.
- Techniques for handling difficult conversations and giving constructive feedback.
- Negotiating win-win outcomes in challenging situations.
- Building consensus and collaboration through clear communication.

Unit 3:

Problem-Solving Frameworks and Decision-Making:

- Introduction to problem-solving frameworks such as root cause analysis, 5 Whys, and SWOT analysis.
- Applying structured thinking to break down complex problems.
- Using data and evidence to inform problem-solving decisions.
- Brainstorming techniques to generate creative and innovative solutions.
- Balancing short-term fixes with long-term solutions.

Unit 4:

Enhancing Team Collaboration through Communication:

- Fostering a culture of open communication and transparency within teams.
- Techniques for facilitating productive team discussions and brainstorming sessions.
- Encouraging diverse perspectives to drive better problem-solving outcomes.
- Managing remote and cross-functional teams through effective communication.
- Enhancing team collaboration with digital communication tools.

Unit 5:

Building Emotional Intelligence in Communication and Problem Solving:

- The role of emotional intelligence EQ in improving communication and leadership.
- Developing self-awareness and emotional regulation in professional interactions.
- Using empathy to understand and address the needs of colleagues and stakeholders.
- Applying EQ to navigate complex interpersonal dynamics and solve conflicts.
- Building emotional resilience for better problem-solving under pressure.