Target Growth Areas:

- Problem solving skills
- Decision Making Skills
- Action Planning
- Process improvement tools
- Listening skill improvement practices
- Leadership communication tools
- Interdepartmental communication
- Greater cooperation/team trust

"The single biggest problem in communication is the illusion that it has taken place".
George Bernard Shaw

"Electric communication will never be a substitute for the face of someone who with their soul encourages another person to be brave and true."
Author: Charles Dickens

When asked: "would you recommend t
workshop to others?" Out of the last
10 workshops we conducted,
95% of attendees said "YES".

When asked to Who or why? Some of
the many participant comments were:

- *All of our company!*
- *Good for every organization.*
- *Gives some very realistic and life situations for communication.*
- *Everyone has room for improvement.*
- *To all Supervisors.*
- *Co-workers, so they can be better listeners.*
- *Others in my group and my boss.*
- *Colleagues I work closely with.*
- *Co-workers – we all can use some help in communicating with others.*
- *All engineers to better communicate with customers.*
- *Other co-workers.*
- Working level leaders in the company.
- The whole company.

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Problem Solving and Action Planning Skills

This workshop is designed to help participants understand and better apply proven problem solving and action planning processes to both work and personal situations.

Audience:

Managers, supervisors, and employees who wish to strengthen their ability to effectively identify and approach problems and decisions with a proven step-by-step process. This course is ideal for creating greater consistency within teams and equipping them with helpful problem solving process tools and worksheets. Group size: from 8 to 24 people.

Proven Program Flow

- Review ingredients of successful problem solving processes
- Identify existing performance problems
- Incorporate a proven five-step problem solving process
- Practice brainstorming causes and their roots
- Practice brainstorming solutions
- Practice using specific planning worksheets
- Review ways to work the plan and monitor progress

Participant Benefits:
- Better decisions and results when approaching problem situations
- Approaches for greater communication confidence, clarity and consistency
- Options for improving brainstorming to assist with decisions
- Listening and data collection approaches for better prioritization
- Proven tools and worksheets for future problem solving

Tangible results:

This program is highly interactive, provides practical approaches for everyday use and it invites noticeable improvements in problem-solving and decision-Making. Many of our clients have used this course to train more employees or even their entire staff due to the welcomed results.

Accountability & Measurement

This single-day workshop includes self-assessments and a follow-up email reminder after sessions to accelerate and reinforce application after the training. These follow-up approaches (and optional compatible training modules) help boost sustainability and daily practice by more of your people.

Program delivery Includes:

- Interactive workshop and useful reference workbook
- In session Individual personal communication improvement plan
- Quick and helpful Self-Assessments and group hands-on practice.
- Executive summary of all participant feedback

Program length/Commitment:

Standard program structure is: One Full-day, with up to an email reminder within 4 weeks to support application and practice time and to help reinforce positive communication behavior improvements.

Program Investment

Program investment for this Instructor-Lead, interactive workshop is $__,000 plus expenses.