



PROJACS ACADEMY  
by @egis



# Creative Problem Solving, Decision Making, Communication Skills and Managing Stress @Work

التميز والإبداع لحل المشاكل واتخاذ القرارات ومهارات  
التواصل والتعامل مع ضغوط العمل  
الهندسة القيمة - تقنيات تخفيض التكلفة ورفع الجودة

03 – 07 July 2023

Trabzon / Turkey

## Introduction

This training offers to participants a wide range of very useful information and techniques in solving problems creatively, making rational decision, ensuring effective communication and managing stress at work. In addition, the training will highlight to participants the general facts related to business issues and major challenges faced in our new era. Moreover, the program will identify the key factors on how to develop effective communication skills, minimize conflict among employees and promote a healthy work environment. Some valuable tips and advice will be shared with all participants based on general perception, case studies and best practice.

## Objectives

- Develop people perception about the concept of strategic planning.
- Highlight the types, process, and techniques of effective negotiations.
- Enhance people competencies in managing strategically all companies' resources.
- Share best practice and real world examples about strategic planning and negotiation skills.

## Who Should Attend?

This program will be animated by a certified trainer and qualified expert in the field of Management and HR Consultancy Services. We expect the target audience to represent the top and middle management levels in the companies. However, any person who is highly interested to attend this workshop is most welcome to join us in this program.

## Course Outline

### Day One

#### Creative Problem Solving

- Introducing the concept of creative problem solving.
- Explaining the types of problems faced and their impact on organizations.
- Discussing the cost and benefits of resolving problems in enterprises.
- Identifying the parties that are responsible for problem solving area.
- Highlighting the competency framework of problem solving skills.
- Providing some valuable tips and advice related to this subject.

### Day Two

#### Effective Decision Making

- Defining the concept of decision making and its whole process.
- Highlighting the importance of decision making in effectively managing enterprises.
- Describing the behavioral and analytical processes of decision making.
- Explaining the decision making competency framework.
- Managing conflict through rational decision making approaches.
- Recognizing the value and importance of making effective decisions.

### Day Three

#### Concept & Value of Communication

- Introducing the foundation and principles of communication.
- Highlighting the functions and types of communication.
- Defining the means and channels of effective communication.
- Explaining the whole communication process.
- Building trust and respect among all employees.
- Developing good rapport and ensuring healthy relationships.

## **Day Four**

### Managing Stress at Work

- Defining the concept of stress and all its consequences.
- Explaining the general stress factors deriving from work pressure.
- Identifying the clear dichotomy between good and bad stressors.
- Managing stress factors: some preventive and recommended measures.
- Working to decrease stress levels in your body-what people need to know!
- Promoting a favorable environment conducive to higher productivity/outcomes.

## **Day Five**

### Presentations & Feedback

- Delivering short presentations and setting personal development plan.
- Sharing basic facts and general advice through eye-catching photos.
- Mapping the course and summarizing all key words related to this program.
- Providing some tips and advice on how to work smart not very hard.
- Giving and receiving feedback about the training program.

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation. slides and handouts.
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

The course agenda will be as follows:

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **3,600 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

يقدم هذا التدريب للمشاركين مجموعة واسعة من المعلومات والتقنيات في حل المشاكل بشكل خلاق، مما يجعل القرار العقلاني، وضمان التواصل الفعال وإدارة الإجهاد في العمل مفيدة للغاية. بالإضافة إلى ذلك، فإن التدريب يسلط الضوء على الحقائق العامة المتعلقة بالقضايا التجارية والتحديات الرئيسية التي تواجهها في العصر الجديد. وعلاوة على ذلك، سيقوم البرنامج بتحديد العوامل الرئيسية حول كيفية تطوير مهارات الاتصال الفعال، وتقليل الصراع بين الموظفين وتعزيز بيئة عمل صحية. وسيتم تقاسم بعض النصائح القيمة مع جميع المشاركين على أساس التصور العام، ودراسات الحالة وأفضل الممارسات.

## الأهداف

- تطوير مفهوم الناس حول مفهوم التخطيط الاستراتيجي.
- تسليط الضوء على أنواع، وعملية، وتقنيات إجراء مفاوضات فعالة.
- تعزيز الكفاءات الناس في إدارة الموارد استراتيجيا لجميع الشركات.
- مشاركة أفضل الممارسات والأمثلة في العالم الحقيقي حول التخطيط الاستراتيجي ومهارات التفاوض.

## الحضور

سيتم تدريس هذا البرنامج من قبل مدرب معتمد وخبير مؤهل في مجال الإدارة والخدمات الاستشارية للموارد البشرية. نتوقع من الجمهور المستهدف أن يمثل المستويات العليا والمتوسطة في إدارة الشركات. ومع ذلك، أي شخص مهتم للغاية لحضور هذه الورشة هو موضع ترحيب للانضمام إلينا في هذا البرنامج.