



an eegis company

بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Employer Interaction Management

## إدارة تفاعل صاحب العمل

09 – 13 October 2022

Dubai / UAE



[ProjacsAcademy.com](http://ProjacsAcademy.com)



## Introduction

Improving employees' satisfaction by developing a process for effectively solving problems and decision making. These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization. Not only learning the perfect techniques to solve the problems will lead to the perfect organization's atmosphere, but also the way the managers communication their ideas and decisions is very vital to have a healthy environment.

Throughout the world, organizations are bringing employees together to solve problems as a team. Chances are, you will find yourself a member of a team. It may be a permanent, high-powered, self-managed work team or a special purpose team that meets only long enough to tackle a particular problem. The course provides framework information and to interact with your team members about your challenges and successes, you will acquire vital skills in maximizing individual contribution, understanding team roles, overcoming conflict, negotiating solutions, evaluating outcomes, and thinking creatively.

## Objectives

**By the end of this course trainees will be able to:**

- Have tools and techniques for enhancing self-awareness and team leading ability.
- Explore and gain understands of leadership styles. Understand how innovation is a key to high performance organizations.
- Explore and enhance team development and leadership skills
- Appreciate the value of their department and their role to the organization.
- Understand and practice techniques to build positive relationships with other people.
- Appreciate the role they play in any team
- Increase their self-awareness

## Who Should Attend?

- Managers,
- professionals,
- Any person who is looking for the best techniques to solve any problems related to their works and who is admiring to make the most efficient decisions to achieve the best desired objectives.

## Course Outline

### What Leaders Need Now Is Innovative Leadership

- Why Innovation Matters
- Innovation Leadership Has Two Components
- Business Thinking Versus Innovative Thinking
- Six Innovative Thinking Skills
- Experiment with Innovation
- Leadership for Innovation
- Leadership for Organizational Innovation Requirements
- A Call for Innovation Leadership
- About the Authors

### Innovative Management

- Managerial Emphasis
- Traits Of Highly Creative People
- How Does A Manager Come Up With “Creative” Ideas?
- Overcoming The “Mental Censor”
- The Advantages Of Lateral Thinking
- The Techniques Of Lateral Thinking
- Five Blocks To Creativity
- Nine Ways To Generate New Ideas

### Problem Solving

- Finding-and Solving-Problems
- Practicable Application in Problem Solving
  - PROBLEM SEVERITY
    - Routine vs. non-routine.
    - Short-term vs. long-term impact.
    - Degree of external vs. internal influence.
    - Susceptibility to quantification.
  - Problem Definition
  - Search For Causes
  - Analysis Stage
  - Learn From The Past
  - Search For Solutions
  - Variations of Brainstorming
  - A Four-step Approach To Problem-solving
    1. Preparation,
    2. Digestion,
      - Causes of work problem

3. Incubation, and
  - Techniques to Stimulate the Unconscious
4. illumination.
  - Five Step Technique for Generating Creative Ideas
  - Brainstorming
  - A FINAL NOTE
  - The FADE Approach in Problem Solving
  - Problem solving techniques
  - What is Root Cause Analysis?
  - Ishikawa “Fishbone” Diagram
  - Example Fishbone Diagram
  - The Relationship Between Problem Solving and Decision Making

### **Decision Making**

- The Decision-making Process
- Brainstorming Principles
- Drill down
- Decision-Making Styles
- Decision-Making Model
- Creative Group Problem Solving and Decision Making
- Techniques for Generating Creative Alternatives
- Advantages and Disadvantages of Group Decision Making
- The Normative Leadership- decision making model
  - Normative Leadership Time-Driven Model
  - The Time-Driven Model
  - The Development-Driven Model
  - Computerized Normative Model
  - Does Decision Making Apply Globally?

### **Team Building**

- A Team Effort
- Preparing For the Meeting
- The Meeting Itself
- Dysfunctional Behaviors
- Confronting Dysfunctional Behaviors

### **A New Model of Team Building: A Technology for Today and Tomorrow**

- Team Elements
- A New Model Of Team Building
- Other Models
- Team-Development Rating Scale
- Leadership

- Practical Applications Of The Model
- the stages of team development
  - Stage 1: Creation.
  - Stage 2: Conflict.
  - Stage 3: Cohesion.
  - Stage 4: Contribution.
  - Stage 5: Recreation.

## 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\*

- **2,950 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

تحسين رضا الموظفين بتطوير عملية فعالية في حل المشاكل واتخاذ القرارات. هذه الفوائد وغيرها الكثير، هي أسباب ممتازة لتعلم تقنيات حل المشكلات الإبداعية وبناء مجموعة من أدوات حل المشاكل واتخاذ القرارات التي تشكل جزءا من الحياة اليومية في المنظمة. ليس بتعلم الأساليب المثالية لحل المشاكل تصل المنظمة الى أجواء مثالية، ولكن أيضا طريقة إيصال المديرين لأفكارهم و كفيه اتخاذهم القرارات يعد أمر حيوي للغاية لتوفير بيئة صحية.

في جميع أنحاء العالم، تجلب المنظمات العاملين معا من أجل حل المشاكل كفريق واحد. وهناك احتمالات، ان تجد نفسك عضو فريق. قد يكون فريق عمل دائم، رفيع المستوى، أو فريق لأغراض خاصة حيث يجتمع فقط للتصدي لمشكلة معينة. وبالطبع سوف تقدم دوره الكثير من المعلومات والتفاعل مع أعضاء فريقك حول التحديات والنجاحات، و س سوف تتعرف على المهارات الحيوية في تعظيم المساهمة الفردية وفهم أدوار الفريق والتغلب على الصراع، التفاوض على الحلول، وتقييم النتائج والتفكير بشكل خلاق.

## الاهداف

في نهاية هذه الدورة سيكون المشاركون قادرين على:

- أدوات وتقنيات تعزيز الوعي بالذات و قياده فريق.
- استكشاف وتفهم أنماط القيادة. و فهم اهميه الابتكار للمنظمات عالية الأداء.
- مهارات القيادة ودورها في المنظمة.
- فهم وممارسة تقنيات بناء العلاقات الإيجابية مع الآخرين.

## الحضور

- المديرين.
- أي شخص يبحث عن أفضل التقنيات لحل أي مشاكل تتصل بأعمالهم والذين يهتمون باتخاذ القرارات الأكثر كفاءة لتحقيق أفضل الأهداف المنشودة.