

# EFFECTIVE COMMUNICATION TOWARDS EFFICIENT PROBLEM SOLVING & DECISION MAKING

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



## INTRODUCTION

If you are in a position where people are relying ever more heavily on your ability to articulate your ideas, marshal your resources and achieve your joint objectives, then effective communication is crucial. This learning workshop brings you the collected wisdom and tools towards tactical communication to achieve desired result.

## BENEFITS

At the end of this TWO (2) days learning workshop, participants should be able to:

- Demonstrate the SIX (6) essential professionalisms in handling constructive feedback towards appropriate problem solving & decision making,
- Apply the '4R Principle' towards effective communication to understand and assess a problem effectively,
- Apply the 'F.A.S.T Principle' to identify & rectify a problem efficiently,

## KEY CONTENT

### MODULE 1 - DEMONSTRATE THE SIX (6) ESSENTIAL PROFESSIONALISMS IN HANDLING CONSTRUCTIVE FEEDBACK TOWARDS APPROPRIATE PROBLEM SOLVING AND DECISION MAKING

- Essential 1: Be open when receiving a constructive feedback
  - Understand what is constructive feedback
  - Remember that there is no failure but only feedback and feedback is purely communication
  - Realise that behind a negative reaction from a person who provides constructive feedback, there is always a positive intention
- Essential 2: Listen to understand through attentive listening
- Essential 3: Reach a deeper understanding to foster a win-win situation
- Essential 4: Speak to be understood in a professional manner
- Essential 5: Get what you project and expect
- Essential 6: Transform conflict to cooperation

## **MODULE 2 - APPLY THE '4R PRINCIPLE' TOWARDS EFFECTIVE COMMUNICATION TO UNDERSTAND AND ASSESS A PROBLEM EFFECTIVELY**

- **Receive** another party with positive pre-conceived judgment
  - Apply the 'Lens' Concept
    - Remember that who we are, determines how we see them
  - Apply the 'Pain' Concept
    - Remember to avoid being a hurting person, who hurts others and is easily hurt by them
- **Relate** to another party through rapport building
  - Apply the 'Charisma' Concept
    - Remember that people are interested in the person who is interested in them
  - Apply the 'Elevator' Concept
    - Remember to make them feel important
- **Reinforce** relationship building with another party
  - Apply the 'Gardening' Concept
    - Remember that every relationship needs cultivation
  - Apply the 'High Road' Concept
    - Remember to treat them better than they treat us
- **Reframe** your relationship with another party
  - Apply the 'Exchange' Concept
    - Remember that instead of putting them in their place, we must put ourselves in their place
  - Apply the 'Confrontation' Concept
    - Remember to care for them should precede confronting them

## **MODULE 3 - APPLY THE 'F.A.S.T PRINCIPLE' TO IDENTIFY & RECTIFY A PROBLEM EFFICIENTLY**

- **FOCUS**
  - Manage various information and re-align focus point of communication
    - Determine pertinent concern(s)
    - Establish priority concern(s)
- **ASK** to clarify
  - Gain focused clarification through tactical questions during problem solving
  - The 'funneling' questioning technique
    - What, When and Where
  - The 'probing' questioning technique
    - Ask 'WHY' 5-times
- **SEEK** to understand towards effective decision making
  - Analyse information timely
  - Translate information into knowledge
  - Share information timely and effectively
- **TAKE** the right action, right
  - Translate knowledge into focused action
    - Produce and enhance action plans
    - Rectify potential problems
    - Establish preventive actions
    - Identify how and who to act

## **AUDIENCE**

Supervisors, Executives, Managers