

CRITICAL PROBLEM SOLVING AND DECISION MAKING SKILLS

DATE: 15-16 May / 19-20 September
16-17 January 2025

DURATION: 2 Days

FEE: RM1,250

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

Competition is getting more and more intense in today's economy. It is important for companies to compete well. One of the keys this is the ability to solve problems at work. This includes having the right skills to make good decisions as well as get buy-in and support from colleagues, bosses and Management as part of the problem solving process.

There are specific skills that can be applied towards this purpose. There are also attitudes that are helpful for example being pro-active in solving problems.

This includes having the right mindset in the first place, having the skills to evaluate all aspects of a problem situation, being able to evaluate the impact on stakeholders, having the skills to generate options and solutions, being able to prioritize available resources and finally being able to make a convincing case to team members and management to get buy-in for their solutions and ideas.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Appreciate the application of business problem solving skills to benefit them at work
- Appreciate the useful attitudes needed to be successful in solving problems e.g. proactiveness
- Be aware of common thinking traps and causes that often cloud judgements and be a barrier to effective problem solving
- Learn to clarify the objectives and identify root causes of problems in their problem solving efforts
- Appreciate the biology of their stress and emotions so they can manage these to be more successful at solving problems
- Be able to objectively analyse a situation from multiple angles using the 6 Thinking Hats
- Be able to conduct a simple stakeholder analysis regarding the situation
- Know the correct way to do brainstorming, SCAMPER, Design Thinking and other creativity techniques to generate options and solutions
- Know how to use the SWOT analysis to make good decisions
- Know how to use the Eisenhower Prioritization principles to help prioritize decisions
- Know what to consider from Management's perspective when putting in a recommendation to Management

METHODOLOGY

- This program uses Adult Learning approaches. This includes minimal lectures, use of multimedia aids such as videos and music, demonstrations, case studies, group discussions, presentations, learning games, self-evaluations and self-reflections. Examples, Case Studies and Mini-Projects will be adjusted accordingly.

WHO SHOULD ATTEND

- Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Brien Lee Meng Siong

With 18 years of industry experience and 12 years of public speaking and corporate training experience, Brien specializes in leadership and management. He consults and trains in the areas of organizational development, human capital development and strategic thinking. His expertise is in communication related skills in the areas of Leadership, Management and Team Dynamics.

PROGRAM CONTENT

Module 1

An Overview Of The Program

- Introduction to the Program
- Fill Out Pre-Program Assessment Form (Level 2 Kirkpatrick Assessment)
- What do you want from this workshop?
- Introduction to Business Problem Solving

Module 2

The Problem Solving Mindset & Attitude

- How to have the right mindset and attitude for problem solving at work
- Barriers that can block you – recognize the common thinking traps you will face
- The circle of Influence and Control – Identifying which level to work on

Module 3

Emotions, Stress And Problem Solving

- How emotions affect your thinking
- The biology of emotions
- Bio-Feedback Machine demonstration
- How to manage your emotions using practical EQ techniques to solve problems

Module 4

Analysing The Problem From All Angles

- Identifying your problem solving objectives
- Identifying the root cause of the problem with Fishbone Diagram and 5 Whys
- The benefits of being able to appreciate multiple perspectives
- What is the 6 Thinking Hats and why use it?
- How to use the Six Thinking Hats for analysing problem situations

Module 5

Analysing The Stakeholders Involved

- How stakeholders affect your problem situation and are affected by you and your solutions in return
- How to do a simple stakeholder analysis
- Strategies for engaging and influencing stakeholders to get buy-in and support

Module 6

Solution Generating Strategies

- Thinking Qualities for Problem Solving
- 4 Strategies To Think Outside The Box

Module 7

Idea Generation Techniques: Correct Brainstorming

- The correct way to brainstorm
- How to apply in Problem Solving

Module 8

Idea Generation Techniques: SCAMPER Technique

- How to use SCAMPER
- How to apply in Problem Solving

Module 9

Idea Generation Techniques: Design Thinking

- Design Thinking Principles
- How to apply in problem solving

Module 10

Solutions Assessment With SWOT Analysis

- Take ACTION! What to do with the results of your Problem Solving process
- Applying the SWOT Analysis

Module 11

Prioritizing Your Solutions

- The need to prioritize your solutions
- The Eisenhower Principle for prioritization
- The Pareto Principle for prioritization

Module 12

Getting Management Buy-in To Your Solutions

- What do Management often consider
- How to talk the language of Management

Review and Post-Workshop Skills Application

- Review of lessons and Q&A
- Program Evaluation (Level 3 Kirkpatrick Evaluation)

Post-Program Assessment & Closing

- Post Program Assessment (Level 2 Kirkpatrick Evaluation)
- Program Evaluation (Level 1 Kirkpatrick Evaluation)

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2 & 3
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		End of the day



Day 2

9:00am - 10:30am	:	Module 6 & 7
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 8 & 9
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 10
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 11 & 12
		End of the day