

# € TRAINING

Problem Solving and Decision Making



10 - 14 June 2024  
Kuala Lumpur (Malaysia)



# Problem Solving and Decision Making

REF: M52 DATE: 10 - 14 June 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is designed to equip participants with the tools and techniques necessary to effectively address challenges and make informed decisions. Through a combination of theoretical knowledge and practical exercises, participants will learn to identify, analyze, and solve problems efficiently. By enhancing problem-solving and decision-making skills, individuals can contribute more effectively to their organizations' success.

## Program Objectives:

At the end of this program, the participants will be able to:

- Select and apply pragmatic methods for effective problem solving and decision making.
- Appreciate how values, bias and personality can impact solutions we create.
- Utilize a structured approach to generate productive solutions.
- Assess personal and organizational creativity and set an agenda for progression.
- Explore and apply various problem-solving technique that generates creative solutions.
- Develop the decisive skills that define competent and credible leadership.

## Targeted Audience:

- Managers.
- Supervisors.
- Team Leaders.
- Head of Sections.
- Employees among all departments and levels.

## Program Outlines:

### Unit 1:

#### The Psychology of Problem Solving and Decision Making:

- A synopsis of psychological thought.

- Values, Problem Solving and Decision Making.
- Psychological type and Lateral Thinking for Problem Solving.
- What psychological type reveals about me and my preferences.
- Using a team approach to encourage lateral thinking: ZIGZAG model.
- Individual or group decision making: case studies.

## Unit 2:

### Developing Decision Making Skills:

- Using your left brain & right brain to make decisions.
- Split-brain theory for developing effective problem-solving skills.
- Developing openness to new ideas in making decisions.
- Promoting idea mobility in teams.
- Understanding the creative solving process in individuals and teams.
- IDEAL problem-solving approach.

## Unit 3:

### Applying Effective Decision Making Skills in the Workplace:

- Encouraging creative problem solving for continuous improvement.
- Removing blocks to creative problem solving.
- Convergent versus Divergent Thinking.
- Divergent Thinking Skills for solving problems.
- Using SCAMPER techniques to approach problem-solving.
- Applying SCAMPER techniques to make effective decisions.

## Unit 4:

### Making Mental Blocks to Decision Making a Thing of the Past:

- Challenging self-imposed assumptions.
- Thinking outside the box.

- Increasing new ideas.
- Getting people behind your.
- Evaluating new ideas.
- Creative leadership during problem-solving and decision-making sessions.

## Unit 5:

### Effective Leadership and the Dynamic Problem Solving Team:

- Ensuring alignment with corporate mission.
- Encouraging self-initiated activity.
- Endorsing Unofficial activity.
- Enhancing Serendipity.
- Importance of appreciating diverse stimuli.
- Practicing within-company communication for problem-solving.
- Developing a personal action plan.