

CP 002: Effective Problem Solving & Decision Making

[2-Day Program]



Overview

This training programme adopts a common sense approach to effective and proven problem solving methods and provides a wealth of effective techniques which can be applied and implemented immediately on the job.

The approach presented in this program is a simple and easy-to-use problem solving and decision making process which is explained in a step- by- step fashion and can be used by supervisors, executives and managers.

Learning Outcomes

Upon completion of programme, participants will be able to:

- Define a problem
- Analyse potential causes
- Identify possible solutions
- Select the best solution
- Develop an action plan
- Implement solution and evaluate progress
- How to become more creative

Who Must Attend

All levels of staff who want to learn effective problem solving and decision making skills so that they can apply to their jobs to make more informed and successful business decisions.

Course Detail

Module 1 Introduction To The Problem Solving Process

- Why the need for a systematic problem solving model
- The six-step problem solving model

Module 2 Step One - Define The Problem

- Develop a problem solving statement
- Identify a desired state or ideal goal
- Measurement or test of a good problem statement
- Share **Define The Problem** Concept through Process Modeling
 - Identify Concerns
 - Set Priority
 - Plan Next Steps
 - Plan Involvement
- Participant Practice : On-Job Application
- Integrate **Define The Problem** Thinking into Daily Works/Projects

Module 3 Step Two - Analyse Potential Causes

- Identify the potential causes
- Determine the most likely cause
- Identify the true root cause(s)

Problem Analysis(PA) Technique

- Share PA Concept through Process Modeling
 - Think Beyond the Fix
 - Start up Problem
 - Multiple Start up Problem
 - Recurring Problem
- Discuss On-Job Application

Module 4 Step Three - Identify Possible Solutions /Decision Making Process

- Prepare a list of possible solutions
- Determine the best solution

Decision Making The Malaysian Environment

- Share **Decision Making** Concept through Process Modeling
 - Clarify Purpose
 - Evaluate Alternatives

- Participant Practice : Case Practice
- Share **Decision Making** Concept through Process Modeling
 - Assess Risks
 - Make Decision
- Participant Practice : Case Practice
- Participant Practice : On-Job Application
- Integrate Decision Making Thinking into Daily Works/Projects

Module 5 Step Four - Select The Best Solution

- How to develop and assign weight to criteria
- How to apply the criteria
- How to decide on the best solution

Module 6 Step Five - Develop An Action Plan

- How to divide the solution into sequential tasks
- Learn to develop contingency plans

Module 7 Step Six - Implementing Solutions And Progress Evaluation

- Data collection according to the action plan
- Implementing contingency plans

Summary Of 2-Day Learning

Potential Problem/Opportunity Analysis (PPA/POA)

- Summarise The 2 Days Learning
 - Identify Potential Problems
 - Identify Likely Causes
 - Take Preventive Actions
 - Plan Contingent Actions and Triggers
- Participant Practice : On-Job Application

Methodology

This program will be conducted in a highly interactive manner by way of case studies, lectures, discussions and presentation by participants.

Course Leader

MR. CASEY TEE

Negotiation Skills Master Trainer , USA

LIMRA Certified Agency Management Trainer,USA

Certified Personal Peak Performance Trainer

Certified Personality Sales Trainer

Certified EQ Master Trainer

Master Trainer of Presentation Dynamic ,USA

LIMRA Certified Personality Sales Trainer,USA

Wilson Learning Certified Sales Trainer

NLP Master Trainer

Sun Tzu's Strategic Planning Master Trainer

Certified Financial Planner Lecturer (C.F.P)

Mr. Casey Tee, a 28 years training specialist is acclaimed as one of Malaysia's most dynamic and inspiring public speaker since 1985 and has steadily increased his stature as one of the leading sales and negotiation speakers in this region. He holds a Bachelor Degree in Applied Economics from University of Malaya in 1987 and a Diploma in Management from the US thereafter.

Fluent in three (3) languages (English, Bahasa Malaysia, and Mandarin), he is an extremely sought after training specialist both locally and internationally. He is reputed to one of the leading authorities in this region on the subject of project negotiation, change management, Sun Tzu's Art of War, Master Trainer of sales and sales management training, customer service, attitudinal training, and motivation programs. The impact of his lively, entertaining, and creative training concepts have inspired his participants to attain excellence and peak performance in their organizations.

He was a licensed trainer of **Negotiation International Corporation** of the United States of America in the areas of negotiation training programmes. He is also a **licensed trainer of Sales and Negotiation in Project Management** of the United States of America in the area of **Management Planning & Execution** training programs.

Mr Casey has personally conducted negotiation skills training for: UDA, Sime UEP, UEM, IOI Property, IJM, SP Setia, Ecoworld, Mid Valley, KLCC, Prasarana, DHL Supply Chain, Genting Berhad, West Port Berhad, Petronas, Johnson & Johnson, Nissan Motor, Continental Tyre, SAP, HP, IBM, ACER Computer, Great Eastern Life, Prudential. Uni Asia, ING, AIG, Asia Life, Takaful Malaysia, Bank Negara, Tokyo Marines, Oriental Bank, BHL Bank, Hock Hua Bank, Southern Bank, Mead Johnson, Sara Lee, Carlsberg Marketing, PERMANIS, Bank Negara, AIA, Uni Asia, Tokio Marines Insurance, Pacific Insurance, MSIG, Maxis, Sime Darby, CIMB Wealth Advisors, Maybank, Prudential Assurance, Goodyear Tyre , Atos Origin, Motorola, National Panasonic, ManuLife (formerly known as John Hancock Life Insurance), Zurich-MCIS, American Home Assurance, HLA, AIG, Tractor Malaysia Berhad, Ford Motor, Tan Chong Motor, Proton and Axa Life Singapore, to name a few and many more.

Course Fee

Request For Quotation For In-House Programme

Certificate

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

Payment mode:

Please make payment to:

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