

PROBLEM SOLVING AND DECISION MAKING SKILLS

ATCEN SM

Free access to ATCEN e-learning solution on
Creative Problem Solving (T&C applies)

Date : 9th - 10th April 2018

Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

For any organization to continuously improve and evolve, it is essential that creativity is encouraged in the organization and innovation takes place continuously. The Problem Solving and Decision Making Skills Workshop introduces the participants to the various tools and techniques to enhance personnel creativity and creativity in teams.

The participants will also learn better techniques to improve their decision making process. Leading to better efficiency and profitability for the organization.

Workshop Learning Outcomes

- To understand the importance of being creative in the organization;
- To leverage on the various thinking approaches to solve problems;
- To learn tools that will enhance creativity in the workplace;
- To continuously be solution focus;
- To acquire the knowledge and skills needed for creative and problem solving at work;
- To understand the various tools and techniques to apply creative and problem solving;
- To learn to use creativity and problem solving in a group.

Who Should Attend?

- Managers
- Executives

****Open to all Industries**

Workshop Chronology

| | |
|------------|-----------------|
| 0830 | Registration |
| 0900 | Workshop Begin |
| 1030 –1045 | Morning Break |
| 1300 –1400 | Lunch |
| 1530 –1545 | Afternoon Break |
| 1700 | End of Workshop |

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN SM

This training is **PSMB claimable**
Subject to PSMB approval

Problem Solving and Decision Making Skills

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Module Outline

Module 1: Introduction To Creativity and Problem Solving

- The Creative Organization and Its Benefit
- Creativity is Seeing Connections

Module 2: Creativity In the Box or Out of It

- The 2 Major Preferences in Thinking
- Developing Intuitive and Non-Linear Thinking
- Developing Analytical and Logical Thinking

Module 3: The Problem Solving & Decision Making Concept

- The PSDM Cycle and How It Works
- Problem Definition, Problem-Cause Analysis, Possibilities & Solution Match, and Action Planning
- The IDEA (Initiate, Define, Explore and Action) Process and the Benefits of Having It

Module 4: Problem Definition and Problem Cause Analysis

- Understand the Problem and Its Expected Outcome
- 3 Simple Tools to Identify the Cause of The Problem
- Selecting the Critical Root Cause To Resolve

Module 5: Possibilities and Solution Matching

- 3 Tips to Have A Solution Focused Mindset
- 4 Key Techniques for Expanding Our Thinking and Generating Possibilities
- 5 Ways to Determine Which is the Best Solution

Module 6: Solution Focus Mindset

- The Required 'MIND' of A Knowledge Professional
- Leveraging on Organizational and Individual Knowledge to Create More Effective Solutions
- Leveraging on External Knowledge to Address Work Challenges

Program Facilitator

Jeremy Lee

Jeremy serves as CEO and Principal Consultant of ATCEN Sdn Bhd, and Group CFO for the ATCEN Group. ATCEN Group has business in Academic Education (PORTMAN College) and Corporate Training (ATCEN). He has been in the Corporate Training industry for over 16 years.

He is a Chartered Management Accountant (ACMA), Certified Accountant in Malaysia (MIA), Chartered Global Management Accountant (CGMA) and holds a MSc. in Engineering Business Management from Warwick University. He is currently pursuing his PhD in University Malaya. He is a Certified Personal Profiler and Human Job Analysis (Thomas International), Certified Trainer (PSMB) and Certified Master Trainer with Western Kentucky University. He is a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS).

With more than 20 years of strategic and operational management experience, he has worked and been involved in numerous industries. He has conducted and facilitated thousands of individuals in the areas of Strategic Review, performance management, leadership skills, sales, negotiation skills, sales and service and communication skills. He has facilitated workshops in the region and is able to handle people from different backgrounds and management levels.

Over the years, Jeremy has been involved in numerous business. He has lead/ started and closed businesses was involved in mergers, acquisition, daily operations and disposals. He has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor. He has also operated a Restaurant previously, a recruitment organization and also oversaw the operations of a 30 year old Association.

Additionally, he has collaborated with Accenture on a multi-million-Ringgit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project. He was also the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide.

Some of the companies he has worked with includes Alliance Bank, AIA, AMEX, AmBank, Axiata, Bacfree, Bank Islam, Bank Rakyat, Bank of Tokyo, Bank of China, Bank Negara, BD Agriculture BMW (M), BP, Celcom, Cerebos Asia Pacific, Comex Genesys, CNI, CIMB Bank, CMA-CGM, Danone Dumex, Dell, DHL Express, DHL IT, DiGi, e-Genting, EasyCall, EON, EPIC, ExxonMobil, Fibertex, Fuji Xerox, Great Eastern, EPIC-I, General Electric, Etiqa, Hitachi, Heitech-Padu, Hong Leong Bank, HP, IBM, IJM Properties, IOI Corp, Iraq South Oil, Inti University, KWSP, KWAP, Kenanga Investment Bank, Kings Confectionery, LaFarge Cement, Maybank, Mayban Assurance, MAA, MBF Cards, Merck, Mesiniaga, MLRe, MSIG, MYOB, Nike, Nokia, OCBC Bank, Petronas, Perodua, Philips, Proton, Polyplastic, PSDC, RHB Insurance, RHB Bank, Sapura Crest, Scomi, Siemens, Shell Trading, Shell SITI, SME Bank, SMECorp, SP Setia, SRG, Standard Chartered Bank, Spices and Seasoning, Sony Malaysia, Sony (PG), STAR Publications, Stemlife, Sunway Hospital, SWIFT, Taylors University, Telekom Malaysia, Telekom Sales and Service, TIME, TMTouch, TM Net, Tenaga Nasional Berhad, Tokio Marine, Toyota Autobody, TNT Express, UMW Toyota, UOB Bank, UMobile, Vsource, ZTE etc.

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Companies that have attended “Problem Solving and Decision Making Skills Workshop” since 2011

Affin Hwang Asset Management Bhd
Airfoil Services Sdn Bhd
Ajinomoto (Malaysia) Berhad
Bank Indonesia, Singapore Representative Office
BMW Credit (Malaysia) Sdn Bhd
Boustead Petroleum Marketing Sdn Bhd
Eduspec Holding Sdn Bhd
Fuji Xerox Asia Pacific Pte Ltd
Gen-X Technology Sdn Bhd
GRAND-FLO Spritvest Sdn Bhd
Harper Wira Air Freight Sdn Bhd
Honda Malaysia Sdn Bhd
Institut Jantung Negara Sdn Bhd
Jabatan Laut Malaysia
Kementerian Kesihatan Malaysia (Bahagian Perubatan Tradisional & Komplementari)
Khazanah Nasional Berhad

Kraiburg TPE Technology
Malaysian Electronic Cleaning Corporation Sdn Bhd
Malaysian Life Reinsurance Group Berhad
MASS Rapid Transit Corporation
Merchantrade Asia Sdn Bhd
NS Bluescope Malaysia Sdn Bhd
OSK Investment Bank Berhad
Pacific Mutual Fund Bhd
Pharmaniaga Logistics Sdn. Bhd.
Pharmaniaga Research Centre Sdn Bhd
PORTMAN College
PPG Coatings (M) Sdn Bhd
Securities Industry Development Corporation
Seriemas Development Sdn Berhad
Shell Malaysia
Tele-Flow Corporation Sdn Bhd
Viewpoint Research Corp Sdn Bhd
Watson’s Personal Care Stores Sdn Bhd

Participants’ Feedbacks

“Good interaction. Able to shake some case which are related.” – Process Engineer, NS Bluescope Malaysia Sdn Bhd

“Such beneficial training that can be implement to our department, keep it up!” – Assistant Director, Jabatan Laut Malaysia

“Training ini mesti di beri kepada semua pekerja supaya dapat bekerja dengan lebih mudah dan selesa.” – Operation Executive, Harper Wira Air Freight Sdn Bhd

“I hope this program can be proceed after this because this program is very good for my work. I learned new knowledge.” - Pharmaniaga Logistics Sdn. Bhd.

“The program is really good and really encourage me to practise the method for my job. Perhaps if there is a time, my actual problem can be discussed.” - Executive, Pharmaniaga Logistics Sdn. Bhd.

8th
SESSION
SINCE 2011!

91%
Score on Trainer’s
Feedback – Last
Session
(Dec 2017)

65
Numbers of
participants that have
joined this course
(public workshop)
since 2011

ATCENSM

To Register or For More
Information

Kindly call **03-7728 2623** or
email to **info@atcen.com**
www.atcen.com