

PROBLEM SOLVING & DECISION MAKING SKILLS

COURSE INTRODUCTION

In the workplace, you'll need to make decisions and resolve problems frequently, sometimes under time pressure, with inferior information.

And while attaining the "best" decision and solution is utmost important in most circumstances, utilizing processes, techniques and common approaches will lay the foundation for improving and achieving better decision making over time.

This workshop explores practical, research-based strategies and tools, to gathering and interpreting information, making judgments, and managing risks in a fast-changing, and uncertain environment.

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COURSE CONTENTS

Module 1: The process of solving problems and making decisions

- Thinking skills for today's managers.
- Fundamentals of problem solving, decision making and planning (PSDMP).
- The impact of assumptions on quality of decisions.

Module 2: Identifying & solving problems

- Special problem or chronic problems.
- Problem statements – separating problems from symptoms.
- Rational questions and approaches for identifying problems.
- Generating alternative solutions.
- Tools for solving problems and generating solutions.

Module 3: Making decisions in the face of uncertainty

- Understand the 5 steps process in decision making.
- The decision matrix.
- Application & case Study: The best alternative.
- Making decisions with a defined objective.
- Decision trees and probabilities.

Module 4: Planning for the unexpected

- Predicting the future? the importance of scenarios.
- Assessing risks and addressing risk.
- Potential problem analysis.
- Application: PPA for operational decisions.

LEARNING OUTCOMES

By attending this course, participants learn to:

- Grasp the perspectives of problem solving, decision making, and planning to implement a solution.
- Understand the constraints of our mind and assumptions we made when making decisions.
- Use practical problem solving technique to arrive at the root cause.
- Organize and carry through decisions using a five phase model.
- Creatively generate ideas to provide better solutions.
- Conduct a potential problem or opportunity analysis.

TRAINING METHODOLOGY

- Exercises.
- Group discussion.
- Activities.
- Group presentation.

WHO SHOULD ATTEND

This course is suitable for managers, executives and staff of all levels in the organization.



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ABOUT THE TRAINER

Joelyne Chong Lee Keng is a professional trainer and consultant, with more than 20 years of experience in leading and managing teams in both multinational and local companies. While as a Country Manager in Shanghai, she built a training business from scratch, and doubled the sales revenue every year.

She last held position as Head of Capability Development in the China JV of a top Forbes Global 2000 company and built the organization's Performance Management System as well as established their Corporate Academy providing development to all levels of employees. She planned for both the functional and management skill enhancement programs, working along with APAC regional teams in various functions.

Coming from a strong organization development background, she works with clients in structured employees' development, leadership competencies assessment, employees' engagement, and effective performance management system. She also trains in managing performance and setting KPIs, financial and business acumen, leadership and management skills, influencing and persuasion skills, complex problem solving and decision-making, building resilience and mental toughness, and train-the-trainer program.



Classroom

ADMINISTRATIVE DETAILS

Date	16 July 2024
Venue	Menara SSM@Sentral, Kuala Lumpur
Time	9.00AM – 5.00PM
Training Methodology	As stated above
Fee	RM500.00 Standard
	RM400.00 Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	8 Points



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HOW TO REGISTER?

STEP 1

Strictly via online registration at <https://e-comtrac.ssm.com.my> 

STEP 2

NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

EXISTING USER

- Key in **USERNAME** and **PASSWORD**
- Click on **SIGN IN**

STEP 3

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.



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TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours before the commencement of the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

- Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.
- A participant is allowed to attend **ONE** programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.
- SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

- No refund will be given to participant who failed to attend the programme.
- Replacing registered participant is not allowed.

Transfer

- Transfer of registration fee to another training programme is not allowed.

Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.

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Disclaimer

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COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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