



APRIL  
**24**

G HOTEL GURNEY **PENANG**

APRIL  
**26**

DORSETT GRAND **SUBANG**

A 1-DAY COURSE ON

# How To Improve Your Problem-Solving Skills and Build Effective Solutions

## HIGHLIGHTS

- Module 1: Understand How Our Brain Thinks
- Module 2: Brainstorming
- Module 3: Getting to the Core of the Matter
- Module 4: Identifying the Areas of Improvement and Competitive Advantage
- Module 5: Performing “Find All” Across the “Entire Project”



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**ACCELERATING BUSINESS PERFORMANCE**

with the right learning experience,  
bridging present and future  
organizational needs.



## INTRODUCTION

Success today demands the ability to solve problems, and possess the judgment and open-mindedness to make complex decisions based on information analysis.

Problem-solving methodologies and processes will broaden your perspective and allow you to devise unique solutions to problems. You can develop these skills by applying tools used in successful companies.

This course will expose you to problem-solving methodologies that help you focus and think creatively and critically. You will learn the application of the methods to help switch your mind from going over existing options to creating new ones.

These skill sets are best suited for the demands of the 21st century because they allow for flexible, interpretive, creative, and multidimensional thinking for problem-solving. The human genius, that machines and computers cannot replace.

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## PROGRAMME OUTCOMES

Learners will be able to

- Apply established problem-solving methodologies and processes to solve challenges.
- Solve problems in a time-efficient manner.
- Harness greater thinking power, by collaborating with stakeholders.
- Solve problems creatively and bring out the best ideas from people.
- Discover the real cause of problems
- Consider solutions to a problem from the perspective of an integrated whole, instead of parts.
- Able to select the appropriate thinking tools to use in various situations.

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## WHO SHOULD ATTEND

This course is designed for employees who understand the importance of fostering innovation and breakthrough thinking in themselves and those around them. The course is particularly suited for Department Leaders, Project Managers, Product Development or Innovation Leaders, and Task Force Leaders.

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## TRAINER'S PROFILE

Sharon's fascination with problem-solving began when she participated in a think tank workshop. She began to find ways to harness the thinking power of others in her workplace to find better solutions, faster.

She began to practice and finetune the processes of creative and critical problem-solving in her professional roles as a Product Innovator, Design Thinker, Brand Marketer, and Organization Strategist. She is now convinced that everyone can find solutions when they apply the right methods and approaches.

Her corporate experience includes multinationals such as Johnson & Johnson, GlaxoSmithKline, and Fonterra Brands. She has successfully led product innovation and business projects. Through her sessions with clients and learners, she drew the best ideas and created plans with CEOs, marketers, sales teams, scientists, researchers, creative talents, and other stakeholders.

### *Recent testimonials from her participants:*

**"The workshop was fun and interesting. It was given in such a useful way that I was able to walk away with some great tools."**

Sales Director, Hospitality

**"Sharon gave a structure to a very conceptual subject. It was clear from beginning to end."**

Business Development, Scientific

**"Powerful and intensive training in a friendly atmosphere."**

Marketing Manager, Scientific

**"Sharon provided good examples with materials and appropriate explanations."**

Medical Marketing Director

**"Simple but effective."**

HR Manager, Engineering

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**COURSE OUTLINE**

0900 **MODULE 1: UNDERSTAND HOW OUR BRAIN THINKS**

- How our brain develops critical thinking
- Brain dominance and how it affects the outcome of our thinking
- Brainstorming tool 1

**MODULE 2: BRAINSTORMING**

- Strategic process; don't get lost in brainstorming,
- Brainstorming tool 2
- Analyzing and prioritizing options

1030 Morning Coffee

1045 **MODULE 3: GETTING TO THE CORE OF THE MATTER**

- The useful FISH
- Asking productive questions

1300 Lunch

1400 **MODULE 4: IDENTIFYING THE AREAS OF IMPROVEMENT AND COMPETITIVE ADVANTAGE**

- Competitive industrial benchmarking
- Micro and macro analysis

1530 Afternoon Tea

1545 **MODULE 5: PERFORMING “FIND ALL” ACROSS “ENTIRE PROJECT”**

- Systems thinking
- Environmental scanning

**SUMMARY AND RECAP**

1700 End of course

REGISTRATION FORM

How To Improve Your Problem-Solving Skills and Build Effective Solutions

PLEASE TICK WHERE APPLICABLE

☐ 24 APRIL PENANG

☐ 26 APRIL SUBANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001376341

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

☐ YES

☐ NO

COMPANY SIZE

☐ 1-29

☐ 30-69

☐ 70-99

☐ 100-149

☐ 150-199

☐ 200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

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MOBILE

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DELEGATE 3 FULL NAME

POSITION

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MOBILE

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DELEGATE 4 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1295.

The full fee is required with your registration.

The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name

TRAINMODE SDN BHD

Account number

14100015214

Bank Name

Hong Leong Bank Berhad

CONTACT US

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OUR LOCATIONS

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PENANG

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