

Creative Problem-Solving and Decision-Making

University of Malaya City Campus



Introduction

Problem-solving is a skill that is required of every person in almost every aspect of life. People are constantly facing and solving problems. All problems become opportunities when resolved. The job of a manager is inherently a problem-solving one. Successful managers are those who have been successful problem-solvers. Potential and aspiring managers need to be trained and prepared with problem-solving skills for the benefit of both the managers and the organization.

Benefits

By the end of the programme participants would be able to:

- i. Identify their individual styles, habits and preferred responses to problem-solving situations.
- ii. Define analytical and creative problem-solving and decision-making tools and techniques.
- iii. Apply individual analytical and creative problem-solving skills.
- iv. Select and apply analytical or creative problem-solving and decision-making steps or techniques.
- v. Identify blocks to analytical and creative problem-solving.

Programme Methodology

Various tools and techniques will be used to enhance learning and ensure transfer of knowledge and competency for practical application. The approach will employ lectures, demonstrations and group inductions.

Programme Assessment

To complete this programme all participants must fulfil a requirement that is 100% full attendance which will be taken for each class. The participants will be given Certificate, if they have successfully completed the programme based on the requirement.

Study Materials

The participants will be given a student book.

Content

- i. The Influence of Perception
 - The Thinking Process
 - Thinking and Problem-Solving
 - The Perception Process
 - The Nature of Perceived Reality
- ii. Analytical Problem-Solving
 - Situation Analysis
 - Problem Analysis
 - Decision Analysis
 - Potential Problem/Opportunity Analysis
 - Barriers to the Analytical Problem-Solving Process
- iii. Creative Problem-Solving
 - Analysis of Individual Creative Problem-Solving Skills
 - Creative Problem-Solving Techniques
 - Barriers to Effective Creative Problem-Solving
 - Developing Creative Problem-Solving Skills
 - Application and limitations of Creative Problem-Solving





Facilitator Ismail Hashim

Ismail Hashim holds an MBA in Total Quality Management from Newport University, USA and has been initially trained in mechanical engineering in United Kingdom and obtained professional training in management and human capital development. He has undergone a course in Certificate in Training and Development from Institute of Administrative Management, UK. He is also an associate member of Malaysian Institute of Management (MIM) and a member of Malaysian Society for Training and Development (MSTD).

Ismail has 22 years of work experience and has been in several positions at various levels such as executive, management and senior management including 12 years of experience in the areas of education and training. He started his career as a Technical Officer with Ministry of Education for eight years and he then joined a private education institution as Principal. He was then appointed as Head of Human Resource Department and accountable for the development of about 100 members of the staff in academic and administration departments. Before becoming a fulltime training consultant, Ismail served Standard Chartered Bank Malaysia Bhd. central level as a Training Coordinator.

Registration Form

Personal Data

NAME			
RESIDENTIAL ADDRESS			
TELEPHONE	MOBILE PHONE	I/C NO	

Employer Data

EMPLOYER			
OFFICE ADDRESS			
TELEPHONE	FAX	EMAIL	

Registration Fee: RM850.00 only

Payment can be made by cash or using crossed cheque/bank draft/money order/telegraphic transfer made payable to UMCCed.

If you wish to pay through CIMB Bank, payment should be made payable to the account below:

Account Name : UMCCed
Account Number : 14400009148053
Bank : CIMB Bank

Please send a copy of your bank-in slip to UMCCed and a receipt of acknowledgement will be given.

Replacement or Cancellation

If you are unable to attend, a substitute or replacement is allowed at no extra cost provided that a written notice is given **TWO WEEKS** prior to the event. Cancellation from the course is subject to the following:

- Seven (7) working days prior to commencement – full refund
- Less than seven (7) working days prior to commencement – 50% refund
- After commencement – no refund will be made

Please note that **CANCELLATION BY PHONE** will not be accepted. UMCCed must receive a written notice as mentioned above.



For further information/registration, please contact:
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