

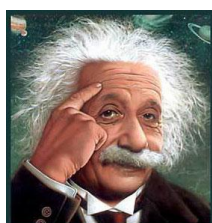
UNLEASH YOUR CREATIVITY, CRITICAL THINKING & PROBLEM SOLVING SKILLS



10-11 April 2014 | 28-29 October 2014; Armada Hotel, Petaling Jaya

Check <http://www.itrainingexpert.com/course-calender.asp%20> for latest dates

OVERVIEW



***"It's not that I'm so smart, it's just that I stay with problems longer."
Albert Einstein***

In just about any industry or any role, we are almost constantly involved in solving problem. It is what makes humanity progress forward by constantly searching for better solutions to common problems or new solutions to new problems as our societies become more complex.

As the problems have become more complex, the need to solve problems in a group has increased. Groups now contain a variety of experts looking at a problem in relation to their own respective domains.

This course is ideal for groups of people who aim to solve problems complex collectively together. Solving problems as a group has its own unique issues.

Creativity is not something people are born with; it is a skill. Like any other skill it can be mastered and channelled towards specific goals with incredible results. This compact day course see the 40 years of experience trainer share with you the insights of solving complex problems both technical and communication.

ITRAININGEXPERT GLOBAL PLT (LLP 0000201- LGN)

Corporate Admin Headquarters: No 9, Jalan BK 8A/2, Bandar Kinrara, 47180 Puchong, Selangor, Malaysia

Tel: +603-8074 9056

Fax: +603-8082 4164

Email: info@itrainingexpert.com

Website: www.iTrainingExpert.com

METHODOLOGY

- ✓ Interactive lectures
- ✓ Real life case studies
- ✓ Complex Simulations (to reflect reality)
- ✓ Powerful debriefing and group sharing
- ✓ Competitive projects to make sound, informed Major Decisions

The aim of this simulation-driven course is to get the delegate practice these techniques in a simulated environment working on smaller problems. This allows them to learn how these techniques work.

If the delegates are from the same organisation, you can also run it as a team building course where delegates go through a shared experience while solving problems. They will learn how to work together and improve their communication skills.

The course is also effective if delegates are from different organisations as they can focus on the details of the techniques and learn from each other's approaches or how various techniques might be used in different industries.

The course is highly intellectual and skills-development based. It requires substantial reading (case studies), group interaction (to use the techniques taught), group presentation (to justify solutions/decisions made) and reflection.

LEARNING OUTCOMES

By the end of this course the delegates will be able to:

- **Avoid attitudes that hinder problem solving** and adopt those that increase your chances of success
- Explore and **define the problem systematically** by viewing it from different angles and search for root causes
- Methodically **generate ideas** and use **visual techniques** to organise them into meaningful logical categories
- Use a number of established **problem solving techniques** to search for solutions by **maximising idea generation, participation and creativity**
- Make **qualitative decisions** by evaluating various aspects of potential solutions using a systematic method
- Plan to implement your solution by **scheduling, analysing critical parts** of the plan, managing resources and carrying out a **requirements analysis**
- Use problem solving techniques to **address issues as a group**

SUITABLE FOR

Groups of Engineers and Technical Personnel who want breakthrough in their creativity, critical thinking, problem solving and decision making skills.

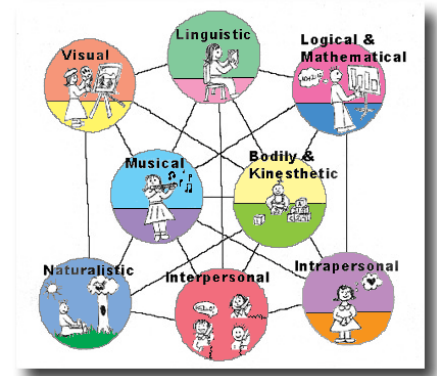
COURSE OUTLINE

Module 1: The Basis of Creative and Critical Problem Solving and Decision Making (PSDM)

- Thinking, Skills, Knowledge, Experience (TSKE)
- Tools, Tactics, Techniques (3Ts)
- Methods, Modes, Means (3Ms)
- Communications, Styles, Interactions (CSI)

Module 2: Creative Thinking Skills Development

- The Neurological Pathways – Thinking Outside the Box
- Instinct and Intuition Development
- Connecting the Dots for Creativity
- Fresh Outlook and New Ideas Techniques
- Incubating for Creative Potential
- Practicing Creativity - Gardner's Intelligences



Module 3: Critical Thinking Skills Development

- Dissecting the Chips for Criticality
- Activity Breakdown & Resultant Analysis
- What Can Happen Breakdown
- Flow Chart Visualization

Module 4: The Knowledge and Experience Matrix

- Circle of Core, Secondary and Peripheral Knowledge
- Experience is Not Proportional to Time - Quickening Experience Growth

Module 5: Powerful Problem Solving Tools

- Data Collection, Stem & Leaf Plot, Running Records – High Speed Techniques for Process Monitoring & Data Analysis
- Pareto Analysis – When to Use; Regrouping Techniques
- Histogram and Distributions – Product and Process Grouping
- Cause and Effect Analysis – Classification Definition and Challenges
- Scatter Diagrams – Process Parameter Relationships

Module 6: Tactical Solutions

- Plan-Do-Check-Act Cycle
 - Plan – Why, What and How to Plan
 - Do – What and How to Implement, Follow-up, Record and Document;
 - Check – What, How, When and Where to Check; Result vs. Goal
 - Act – How to Standardise, Communicate, Train and Monitor
- Brainstorming – What to Do and Not to Do; Who to Invite and How to Control
- PEST Analysis – Understand External Influences On The Problem And Its Solution
- SWOT Analysis – Determine How Effectively The Problem Can Be Solved
- FMEA – Analyse and Overcome Challenges in Implementing Solutions

Module 7: Risk and Decision Making

- Options, Choices and Constraints
- Managing the Influence of Personal Experience
- Qualitative and Quantitative Decision Making
- Matrix Analysis – Relationship Charts
- Priorities, Risks and Decisions

Module 8: Methods, Modes, Means for Engineers

- The Eight Discipline Process – Ford’s 8-D Method
- Problem Receiving and Description (D1) – PLAN
- Problem Verification and Identification (D2) – PLAN
- Containment Strategy (D3) – DO
- Root Cause Analysis (D4) – CHECK
- Develop Corrective Actions (D5) – CHECK
- Implement Corrective Actions (D6) – ACT
- Preventive Actions (D7) – ACT
- Knowledge Distribution and Disbanding (D8) – ACT

Module 9: Communications, Styles, Interactions

- Inter and Intra Personality for better communication
- The Original Problem – EQ Competencies
- Rising Above Triviality – Coaching and Cleansing
- Problem Solving Profiling
- Leadership and Followership

COURSE LEADER

Barrak Adam (Dr)

Phd, Author-Trainer-Business & Technical Consultant, Trade Negotiator, Change Agent

Barrak is a highly qualified Senior Consultant and Lead trainer who has a clear and comprehensive understanding of what competencies are to be developed, quickly realizes the needs and preferences of the clients, and rolls out a progression of effective fun learning activities that cumulatively build the desired abilities to achieve the program objectives. His abundant knowledge and experience addresses every situation in our fast pace business world and everyone is guaranteed to grab some useful takeaways.

Barrak comes to you with more than 40 years of enriched, result-oriented experience in many positions among SMEs, government agencies, multinational and businesses.

Equipped with solid experience and a wide range of state-of-art resources and latest development, his training programs are geared towards competency development.

With only the minimum amount of necessary theory (he says the participants can read his notes later) his training/ speaking sessions are filled with mindset, behavioural and capability change activities. There is always excitement, A-Hah moments in every session at his programs.

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Barrak had worked with the Audio-Visual, Automotive, Printing, Property Development, Construction, Timber and Food industries, in capacities ranging from Group Engineer, Manager, Plant Manager, Senior Negotiator, Project Director and Managing Director.

Being a Management Consultant, Management System Auditor, Trainer and Counselor, he had consulted for an even wider range of industries that includes Medical services, Financial institutions, Petroleum industries, Metal, Plastics, Cellulose and Electronic components manufacturers, and the Civil service around the world.

He graduated in Engineering from the Singapore Polytechnic in 1973 and continued with post graduate and continuing studies in Engineering, Social Science, Rubber and Plastics Technology, Training and Development, Radiation Protection, and Quality Management, with a PhD in Organizational Management from Iowa State (US).

- In 1994, he went full time providing consultancy and training for a large number of SME clients, whose loyalty and trust was reflected in their requirement that he conducts all their consulting, training and staff development programs, which led to his work on quality, environmental and OSHA management systems, warehouse management, purchasing and logistics, industrial and process engineering and training needs analysis. And for some, to develop their Business Plans for financial facilities, as well as their Vision, Mission and Thrusts.
- He has since been training and consulting for organizations such as PETRONAS, the National Electricity Board, the National Bank, various government ministries and agencies including Parliament House, and large corporations, further to training in Mauritania, Turkmenistan, Abu Dhabi, Sudan, Philippines, Thailand, Indonesia and Australia.
- Currently, he is a senior resource faculty member for iTrainingExpert.com, continuously design and conduct customised trainings and consultancy for multi-national companies around the world.

Author

He has recently published his second book via Seaburn Publishing, New York, titled 'Pre-Emptive Thinking – Managing Problems and Threats,' that identifies why organizations continue to have problems at their middle management and operational levels in spite of all the systems and what has to be done to resolve this. Being the first book on this thinking, its reviewers expect it to have an international impact similar to creative and critical thinking.

To contact Barrak, please feel free to email us at info@itrainingexpert.com or call +603 8074 9056.

INVESTMENT

Individual price: RM 2590.00 per person | USD 880 per person

Early Bird Price: RM 1990.00 per person | USD 680 per person (Payment 14 days before the course com

Group Registration: RM 1890.00 per person | USD 640 per person for a minimum of 3 participants register together.

(Inclusive of training manual, hotel lunch and tea breaks refreshments, certificate of achievement upon completion of the course)

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REGISTRATION

Download Registration from <http://www.itrainingexpert.com/Registration-Form/>

Registration Online: <http://www.itrainingexpert.com/course/14/Unleash-Creativity,-Critical-Thinking,-Problem-Solving-and-Decision-Making-Strategies-To-Achieve-Greater-Heights.html>



- This Training Programme is SBL Claimable *Subject to PSMB conditions.
- We Are An Approved Training Provider (**Serial No: 5131**) Under SBL Scheme With Pembangunan Sumber Manusia Berhad (PSMB/HRDF)
- All registrations MUST be accompanied with PAYMENT 14 days after the issuance of invoice to the event.
- Completed registration form with CHEQUES should be made in favor of "ITRAININGEXPERT GLOBAL PLT" and bank in to CIMB Bank Berhad
Account No: 800 356 1683. Swift code: CIBBMYKL
Email or fax the pay-in slip to us at info@itrainingexpert.com or fax: +603- 8082 4164.

TRAINING REGISTRATION FORM (PUBLIC PROGRAM)

Upon submission of this registration form, you undertake the Registration Policies and have read and understood the terms and regulations.

Registration date: _____

Training Programme Title: _____

Training Programme Date: _____

Fee per pax (RM): _____ Total (RM) _____

Meal preference: Vegetarian Normal

No	Participants Name	Designation	Contact No (Handphone)	Email
1				
2				
3				

Company Name: _____

Address: _____

Telephone : _____ Fax : _____

E-mail : _____

Contact Person

Name : _____ Designation : _____

Telephone : _____ Fax : _____

Mobile: _____ Email: _____

Authorised Signature



Company Stamp

By submitting the registration form, you have fully read and understand the policy stated:

PLEASE FAX THIS FORM TO +603-8082 4164 or email to info@itrainingexpert.com

For enquiry, please contact us at +603 8074 9056

INVOICE, REGISTRATION, CANCELLATION, PAYMENTS, DISCOUNT, AND REFUND POLICIES

PAYMENT AGREEMENT

1. The organiser shall confirm all registrations latest by one (1) week before the commencement of the
2. To join, please complete this Registration Form and return to us via FAX NO. +603-8082 4164, send a signed scanned copy to info@itrainingexpert.com or register online. Reservation or Registration by Telephone WILL NOT BE ACCEPTED.
3. A pro-forma invoice will be emailed to you upon acceptance of the Registration Form. Payment is required within 14 days upon receipt of the invoice. All payment must be before to the training date. Confirmation letter will be issued to participants once payments have been received. All payments must be banked into the organiser's bank account and email or fax payment slip as proof of payment.
4. Payment MUST BE DONE prior to the event's commencement otherwise the registrant can be refused entry.
5. For late payment, we will start charging a 10% interest for payment not received 7 days after the completion of the program.
6. Please make cheque payable to: "ITRAININGEXPERT GLOBAL PLT" and bank in to CIMB Bank Berhad
7. Account No: 800 356 1683. Swift code: CIBBMYKL. *Email or fax the payment slip back to us for confirmation.*
8. *The course offered is SBL claimable under Human Resources Development Fund (Malaysia).*

CANCELLATION POLICY

1. The organiser shall confirm all registrations latest by one (1) week before the commencement of the course.
2. Once a registration is confirmed, NO CANCELLATION IS ALLOWED. If the registered delegate is unable to attend, a substitute is allowed. A registration cancelled on the week of confirmation will be charged the full training fee.
3. All cancellations will incur a 20 per cent administration fee.
4. Cancellations made less than seven working days before the training event will not be eligible for a refund.
5. For cancellation in writing (letter/email) in more than 14 days prior to the training we will prepare a full refund.
6. If you cannot attend an event, you can nominate a substitute at any time without payment of an administration fee.
7. In case of registrations that have been paid in advance, no refunds or credits will be given for registrations cancelled on the week of confirmation or for no-shows. A substitute may be sent.
8. A full (100%) refund may be granted if the course is cancelled by the organiser. The organiser reserves the right to postpone or cancel any course and/or change instructors at any time.

PROGRAM POLICY

Please note that consultant and topics are confirmed at the time of publishing. However, should circumstances beyond the control of the organizer may occur, we reserve the right to alter or modify the advertised speakers/ topics/ dates if necessary.

DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709).

ORGANIZER'S RIGHT TO CANCEL OR RESCHEDULE

We reserve the right to cancel or reschedule any program or course. In the event that, the organizer cancels a program or course, a full refund of the amount paid for the program or course will be issued or applied as a credit toward a rescheduled program or course.

We cannot and do not assume responsibility for any other costs (i.e. non-refundable airline tickets or hotel reservations) or damages (including consequential, exemplary, incidental, or tort damages) or for any lost profits resulting from the rescheduling or cancelling a program or course.

Email to info@itrainingexpert.com with any questions or concerns.