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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Solving Problems Creatively & Making Decisions Efficiently

الأساليب المبتكرة العملية لحل المشاكل واتخاذ القرارات  
الفعالة

14 – 18 October 2019

Kuala Lumpur

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

Imagine increasing productivity, reducing waste and improving customer satisfaction by developing a process for effectively solving problems and decision making.

These benefits and many others are the excellent reasons to learn the creative problem solving techniques outlined and build a toolkit for solving problems and decision making that form part of everyday life in today's organization.

## Objectives

The objective of this intensive course is to provide participants with technical knowledge and practical training on the methodologies and tools of problem solving and Decision Making. The course will focus on developing and upgrading diagnostic problem skills. The course will also emphasize the models and processes of decision making.

## Who Should Attend?

Managers, professionals, and any person who is looking for the best techniques to solve any problems related to their works and who is admiring to make the most efficient decisions to achieve the best desired objectives.

## Course Outline

### Day 1:

- Practical application in problem solving
- Define the “ problem”
- Describe the ideal problem solvers
- Creative thinking
- Relationship between creative thinking and problem solving
- Holmes test for creative personality
- Identified the types of problem encountered

### Day 2:

- The problem solving model
- Generate alternatives
- Brainstorming
- Check board
  - Adapt or build on the past
  - Evaluate options
  - Criteria check board

## Day 3:

- Evaluate options
  - Sort by category
  - Rank order
  - Advantage /disadvantage
  - Pro/con
  - What I like

## Day 4:

- Select the final solution
  - Consensus
  - Straw voting
  - Multi-voting
  - Negative voting
  - Revisiting earlier
- Problem-solving outcomes
- Other problem solving techniques
  - Legitimize problems
  - Best/worst/most probable
  - Problems as given/ problems as understood
  - Is/Is not
  - Diagram/fishbone
  - Basic questions
  - Break into components
  - Force field analysis
  - Ask an expert

## Day 5:

- Types of decision
  - Autocratic
  - Consultative
  - Group
- The decision making process
- Decision making under certainty
- Decision making under uncertainty
- Information technology and decision making systems
- Guidelines for making good decisions

- Making bad decisions
- Evaluations
- Computer-based decision making
- Using Microsoft Excel for decision making

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

#### Course Fees\*

- **2,950USD**

*\*VAT is Excluded If Applicable*

## مقدمة

تخيّل ان معدل الإنتاج يتزايد، مع خفّض المستهلكات و الفاقد في العمل من ناحية الموارد و الوقت و الجهد وتحسين رضا العميل عن طريق تطوير الخطوات العملية لعملية حلّ المشكلات وإتخاذ القرارات الترتبة عليها . هذه المنافع والعديد من المزايا تعتبر من الاسباب الممتازة لتعلّم خطوات و إجراءات حل المشاكل بطريقة إبداعية التي يترتب عليها اتخاذ القرارات الفعالة التي تشكل جزءا حيويا من الحياة اليومية للمنظمات.

## أهداف البرنامج

إنّ هدف هذه الدورة أن يزوّد المشاركين بالمعرفة التقنية والتدريب العملي على المنهجيات وأدوات حلّ وإتخاذ القرارات الخاصة بأى مشكلة. الدورة ستركّز على تطوير وترقية مهارات تشخيص و حل المشكلة بشكل محترف , كما ايضا سيركز على الطرق المختلفة عمليات إتخاذ القرارات.

## الحضور

المدراء في اى مستوى ادارى ، المحترفون، وأي شخص يبحث عن أفضل التقنيات لحلّ أيّ من المشاكل المتعلّقة بأعمالهم و و إتخاذ القرارات بشكل أكثر كفاءة لإنجاز أفضل الأهداف المطلوبة.