

# Accelerate Critical Thinking with Problem Solving Skills



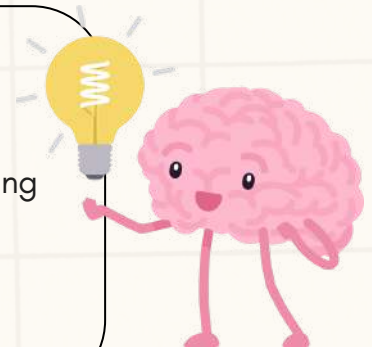
## Overview

Critical thinking is important in solving simple and complex problem. While solving simple problem is a no brainer for some, but having a critical thinking skill is not enough in solving issues at hand. In this demanding environment, speed and precisions is part of the skills needed to solve problems. In this program, participants will not only have tools to use the resource that they have, but they will also be equipped to be able to solve problem with acceleration.

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## 6 Things You Will Learn

- Understand the important of critical thinking in problem solving
- Breaking barrier in solving problem with 5 Step of Problem Solving
- Using tools in finding a solution in problem solving
- Propose effective Solution
- Identify Root Cause
- Managing main cause and root cause



### Date

11 - 12 June 2025

### Time

9.00 a.m. - 5.00 p.m.

### Venue

Concorde Hotel, Kuala Lumpur

**Early Bird : RM2,240**

*Register before 28 May*

**Normal Fee : RM2,500**

*(Including SST)*

Please collect your RM20 TNG eWallet reload pin at registration desk.

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## DAY 1

### Module 1: Understanding Creative Thinking

- What is Creative & Critical Thinking?
- Characteristics of a Thinker
- Activities: DOPE Profiling
- Description: Participants are differentiated to different quadrants and groups.

Outcome: to understand different types of people and the way of thinking and behaviour

### Module 2: Overcoming the HiPPO (highest paid person opinion) Syndrome

- Pitfalls to Reasoned Decision Making
- Organisation Structure
- Getting over the Barrier

### Module 3: Solving Problem as a Process Step 1: Performance Analysis

- Identification
- Performance Analysis
- KRA vs KPI
- Activities: Opposite Thinking
- Description: Participants to compare an assumption and break the assumption in a creative way

Outcome: To break the mental constraint in problem solving.

## DAY 2

### Module 3: Solving Problem as a Process Step 4: Implement Solution

- Concept
- The Big Crowd
- Stage time = Wealth time
- Game: Into The Skies
- Description: Participants to be under stress situation of understanding a start-up process and the barrier in an organisation.
- Outcome: to break the barrier that was an assumption instead of a rule that must be followed in organisation. Participants will need to think creatively to solve the game challenges

### Module 3: Solving Problem as a Process Step 5: Evaluation and Modifying

- The Lean Innovation
- Continuous Improvement
- Starting Change Management Process

### Module 3: Solving Problem as a Process Step 2: Finding Root Cause

- Skillset
- Dealing with Assumption
- 5 Why Method 2.0
- RCA in the word
- Activity: 5 Why
- Description: Participants need to figure out the root cause of their KPI problem

Outcome: Ability to find the main cause and root cause to plan on solution

### Module 3: Solving Problem as a Process Step 3: Propose Solution

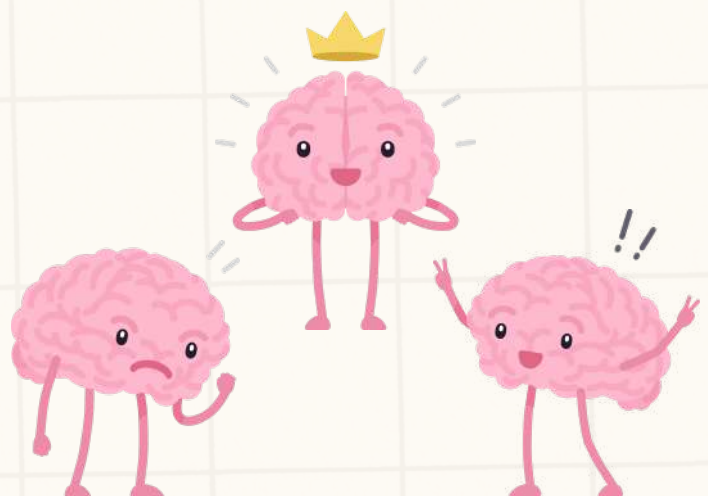
- Concept of Solution
- Gant Charts
- Prioritising Matrix
- Game: Lightning Decision Jam (LDJ)
- Description: Participants will be put into minimal voice capability in findings solution and focus on brain power
- Outcome: to prevent of miss guide problem solving issue and getting to the action choice fast.

### Module 4: Problem Solving as Culture

- Change Management vs Problem Solving
- 6 Critical Elements to Change Management

### Module 5: Art of sustainability in Change

- Main cause + Root cause Formula
- Change Management Steps
- Putting It All Together



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## Trainer's Profile

The Trainer is trained as a Marine engineer. While on board the ship, he travelled the world and learned the skills of communication and business. He has been in the leadership role for the past 10 years managing various levels leading them into maximising productivity for the organization. His passion in sharing knowledge has appeared since youth when he became the youngest handball coach to lead a championship team at the age of 16. He continued his trade in developing talent in the corporate world using his unique concept of people management to engage with all levels of employees. He has shared his experience regionally by consulting employers from Malaysia, Indonesia, Germany, and recently Papua New Guinea. Other involvement that he has his hands on are the improvements of technology in the OMNI channel which a system was created to combine customer service, sales, and marketing in the same platform for the biggest MNC in Malaysia. Currently, the Trainer is the resident of a consultant association. Other than being an accredited HRDC trainer, he is also an NLP trainer, NLP Master Practitioner, Be Well Lead Well Thriving Leadership Guide, 23plus one practitioner, and Experiential Game Designer. He also holds a position as a Council member for Consultant and Business Management Research Association (CBMRA) as part of his portfolio. Because of his hard work, the Trainer has been awarded as top 10 trainers in the Global Trainers Federation (GTF) for the past three years. In the meantime, he works with NGOs, doctors in improving mental health, and SMEs in improving their businesses. He is also currently managing the Putrajaya Youth Basketball team for national tournaments and holding the treasurer portfolio for Putrajaya Basketball Association (PUBA). The Trainer has designed a customer-centric programs that covers Leadership, NLP Ecosystem, and Sales using experiential learning, facilitation interventions, and the best of Neuroscience Technology. This has been the one on demand, especially during this emerging economy. The last simulation that he introduced, helped increase organisation productivity by 40% and resolved attendance issues faced by the company.

## Registration Details

### PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

### ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

**Payment Method:**  Direct Payment  Claim HRD

#### Notes:

- For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
- Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.
- HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,750 per day. The balance, if any, is to be topped up by client.

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