



Analytical Thinking, Problem Solving & Decision Making Skills

Trainer: Khoo Hai Chui

Date: 4-5 July 2023 (Tuesday-Wednesday)

Time: 9AM – 5PM

Venue: Pearl Point Hotel KL / Gleamy Center, KL

OBJECTIVES

Upon completion of this program, participants should be able to:

- Better understand the problem from different perspectives.
- Using EQ and various idea generation tools in problem solving.
- Generate and sharing ideas to generate excellent solution.
- Focused to achieve highest priorities effectively and efficiency.
- Often present your ideas clearly and concisely for maximum stakeholder buy-in.
- Optimal decisions making through critical thinking and creative problem solving
- To minimize time wastage effectively through prevention strategies.

WHO SHOULD ATTEND

This course is specially design for Managers, Line Leaders, Supervisors, Executives and all staffs.

COURSE OUTLINE

Module 1 : CONTROL Emotion and Reaction When Handling a Problem

- Comprehend why problems arise
- The fundamentals of emotional intelligence in handling problem
- Emotional Intelligence – Understanding the Four (4) Quadrants
- Personal Competence – Five (5) Dimensions in EQ

Module 2 : Determine Your STYLE and Applying 1M-5S Model in Problem Solving

- Establish the FOUR (4) styles of problem handling
- Apply of the FOUR (4) styles of problem handling
- Mission-Strategy-System-Structure-Skill-Style

Module 3 : Understanding & Demonstrating the Problem from DIFFERENT VIEWS

- Applying the FOUR personality-adaptability in problem solving
- Establish concern(s) from different perspectives
- Establish a problem statement
- Overcoming the differences



Module 4 : Think of Possible ALTERNATIVES and EVALUATE Your Decision

- Clarify solution purpose
- Balance the benefits and risks of each alternative
- Determine the best decision
- Produce and enhance action plans
- Rectify potential problems

Module 5 : Establish Preventive Actions

- Preventive versus Corrective actions
- Establish the principle of 'Prevention Is Better Than Cure'
- Determine contingent actions

Module 6 : Focus The Highest Priorities and Accomplishment, Not Activities

- Understand the principles of SMART Goal setting.
- Select your ONE (1) SMART Goal strategically.
- Kick-off your SMART Goal.
- Magic Steps to administer your SMART Goal
- Formula towards successful goal accomplishment.
- The 80/20 Rule in anything and everything you do.
- Powerful Questions for maximum productivity

Module 7 : Problem Solving Techniques and The Magic of Six Color

- Six (6) steps for problem solving
- Techniques to improve creativity in problem solving
- S.C.R.A.M.P.E.R Technique
- Applying Six Color decision making

Module 8 : Motivate Yourself Into The RIGHT Action

- Your position in the 'Important' versus 'Urgency' Matrix.
- Tips to prevent 'NECESSITY' at work to reduce stress.
- Learn to say 'NO' diplomatically to minimize 'DECEPTION' at work.
- Ways to reduce 'WASTE' and 'EXCESS' to improve productivity.
- Essential steps towards 'WORK LIFE BALANCED'

METHODOLOGY

The methodology used includes a combination of:

Interactive lectures: **40%**

Group discussion, activities, exercises, presentations, video reviews, and role-play: **60%**.



TRAINER PROFILE

KHOO HAI CHUI

MR KHOO has more than 18 years of management experience and held several senior managerial positions such as Manager, Senior Manager, Director of Sales, Country Manager (Corporate Training) and General Manager for a leading international service organization. He also contributed to Pembangunan Sumber Manusia Berhad (PSMB) for developing the curriculum structure for the Train-The-Trainer (TTT) and Evaluation on Effectiveness of Training.

He also has an experience as a tutor in UPM for a few years. Regularly pursuing his own self-development, he is very highly motivated, having excellent interpersonal skills and very strong compelling leadership qualities. A highly logical and analytical mind enables him to confidently and competently teach and take the necessary holistic approach when addressing many underlying issues in problem solving and decision making situations. It is these positives qualities that make him an automatic choice to lead and conduct training. His training has always been evaluated as exciting, fun and learning made easy to apply.

With his vast experience and coupled with excellent language abilities in English, Bahasa Melayu and as well in Negeri Sembilan Malay dialect, making him an ideal trainer. He has always been highly rated as "Excellent" by the participants from the various organizations and his areas of expertise are Team Building & Motivation, Etika Pekerja Cemerlang, Kemahiran Penyeliaan Berkesan, Customer Services, Sales Negotiation Skills, Professional Presentation Skills, Personal Development, Time & Stress Management, Leadership & Empowerment Strategies, Management for Manager, and Human Resource Management.

He was an Assistant Superintendent of Police (ASP) for several years and was awarded the "Best Student" during his training programme. While in the police force, he was exposed to the various work divisions. He had accumulated vast experience and good knowledge on security and supervising the down liner. All these factors display a highly disciplined personality with strong characteristics which are added value as a trainer.

His rich experience and knowledge in the area of manufacturing and services sector has make him a valued trainer for organizations such as NESTLE Manufacturing, UNILEVER Food, Sinmah Food (FARMBEST), SONY Precision Eng, PHILIP/NXP Semiconductor, FLAIRIS Malaysia, PETRONAS gas, HONDA Malaysia, HICOM Automotive, ORNASTEEL Group, FELDA Rubber, Pesama Timber, CIMB Group, TESCO Stores, UiTM, POLITEKNIK, TAYLOR's University College, NATIONWIDE Express, DYNEA, Optimal Chemical, GLOMAC Berhad, Seremban Specialist Hospital, Permai Inn Hotel and many public programs and etc.