

Date: 28<sup>th</sup> & 29<sup>th</sup> JULY 2010 / Venue : Swiss Garden Hotel, K. Lumpur

## Think, Think, Think...Conceptual thinking and Creative Problem Solving

*"Unlock your problem solving potential using analytical, critical and creative thinking skills  
you will develop in this exciting and stimulating workshop "*

### Course Overview:

Most people, when they leave their formal education system, do not focus on any further learning or on continuing on developing their thinking skills. As their career progress, they become more expert in few things but less capable or understanding things outside their domain of expertise. Research shows that people only use a fraction of their cognitive abilities yet the ongoing exercises of the brain functions can reduce mental debilitation throughout life.

This challenging and entertaining course, revisit many of the thinking skills that may lie dormant in an average person. This course explores various thinking skills approach to accelerate individuals and group problem solving.

Delegates will go away with a fresh outlook on organizational problem solving, and be motivated to expand their cognitive horizons

### Course Objectives :

- Learn the different ways of thinking skills and application
- Identify various problem solving techniques and apply these in solving business challenges
- Learn to identify different ways and methods of problem solving processes
- Understanding the thinking models and practice exercises to help think out of the box
- Reasoning the creativity barriers and unleashing it
- Arriving at an objective, making reasonable decisions on time

### Who Should Attend?

Executives, directors, managers, team leaders and other business professionals who are required to apply analytical and critical thinking to handling both daily and 'big picture' issues and challenges.

### Methodology:

This course will be conducted through interactive lectures, PowerPoint presentation, video presentation, role-play, and group discussions

### Duration :

2 days

### Programme Fee:

RM 1,200.00 per delegate.

(10% group discount for 2 or more participants from the same company)

### Course Outline:

#### Day 1

Time : 9.00am to 5.00pm

1. **Recognizing the Value of Using Conceptual and Analytical Thinking**
  - Thinking about thinking
  - Emotions vs Thinking
  - Resolving Mental Conflict
  - Social Filters
  - Defining Analytical Thinking
  - The role of Analytical thinking in an organizational context
2. **Understanding the Components of Different Thinking in Problem Solving**
  - The problem solving processes
  - Realising the benefits of problem
  - Common barriers to effective problem solving
  - Solving problem in a structured way
  - Defining problem s and opportunity- identifying structuring objectives

### 3. The Conceptual Problem Solving Analysis

- Using Information Gathering
- Seeing Patterns
- Analytical Thinking
- Root Cause Analysis

#### Day 2

Time : 9.00am to 5.00pm

#### 1. Analytical Thinking and Creative Thinking Skills

- Different Thinking Skills ( Creative, Critical and Analytical)
- Reasoned Thinking and Problem Solving
- Including System Thinking , Convergent and Divergent Thinking
- Root Cause Analysis
- Generating Ideas – Lateral Thinking
- Evaluating techniques applicable in real life practices

#### 2. Obtaining Feedback on Conceptual , Critical and Analytical Thinking Skills

- Recognizing the value of gaining insight into one's critical and Analytical thinking skills
- Describing Analytical and Critical Thinking using the R (Recognize Assumptions) E (Evaluate Arguments) D (Draw Conclusions) Model
- Identifying practices and techniques in each part of the framework

#### 3. Applying Conceptual Analytical and Critical Thinking in Business Situations

- Practicing using critical thinking skills and techniques in a real business situation
- Creating an initial action plan for development of critical thinking skills

#### Trainer's Profile: [HK LOI](#)

**HK LOI** has been involved in the facilitation of learning for 20 years. He has conducted training for both the public and corporate sectors in the areas of management. His key competencies are in creative thinking, teambuilding and the use of psychometric instruments for management development. He has 30 years of working experience, both in the public and private sectors and is presently the Principal Learning Facilitator of his own company, Innovation and Creativity Skills Training (INOCREST) Sdn. Bhd. He was with DANCED (Danish Cooperation for Environment and Development)–Krau Wildlife Project in Malaysia as their Capacity-Building Consultant (2000- 2001). From 2001 – 2007, he was the country representative of Asianic Psychologists Press (Australia) for the training and distribution of Myers Briggs Type Indicator® (MBTI®) in Malaysia and Brunei. He has provided training as a panel trainer for the Malaysian Institute of Management (MIM), Malaysian Insurance Institute (MII), Bank Negara Human Capital Development Centre, IBBM and INTAN. Among the numerous organizations where he has conducted training are Centre for Modern Management (Sarawak), Sunway Group, UOB, Public Bank, Maybank, OCBC, EON Bank, Alliance Bank, MDeC, Proton Berhad, The Star, Sara Lee, UTAR, ACCA, BP Asia Pacific, Philips Malaysia, Shell Malaysia, TNB, Port of Tanjung Pelepas, FedEx, REDtone Telecommunications, DiGi Telecommunications, Agilent Technologies, PNB, Daimler (Malaysia), PIDM, Recall, Samsung Electronics, MAICSA, Crop Protection Sdn. Bhd., ASTRO, PETRONAS Refinery (Melaka), MMC Corporation, Guinness Anchor Bhd., SIRIM, Maxis Academy, Old Town White Coffee, Pecca Leather, Administrative Staff College of India (ASCI, Hyderabad), Islamic Development Bank (Jeddah, Saudi Arabia), Joffren Omar Company (Brunei), numerous Ministries and departments in the Malaysian public service (including Bank Negara, ILKAP, INSPEN, INTAN, UKM, INPUMA (Universiti Malaya), Public Service Department, National Registration Department, Institute of Health Management, ASWARA and others.

#### Education and Training

- B.A. (Hons) University of Malaya
- Dip. Ed., University of Malaya
- Dip. Public Management, INTAN
- Post-Graduate Research Study, Kagawa University, Japan
- Certified Trainer for Dr. Edward de Bono's Six Thinking Hats® & Lateral Thinking® (Thinking Management Techniques, Singapore)
- Certified Radiant Thinking Instructor for Tony Buzan's Radiant Thinking® (Mind Mapping®) (Buzan Training Centre, Palm Beach, Florida, USA)
- Certified Trainer for Ned Herrmann's Herrmann Brain Dominance Instrument® (HBDI®) (Brain Dominance Technologies Sdn. Bhd, Malaysia)
- Accredited Trainer for Myers Briggs Type Indicator® (MBTI®) (Australian Psychologists Press, Australia)
- Accredited Trainer for FIRO-B® (CPP International, Asia Pacific, Australia)
- Certified Trainer for DISC® (Dougmal Training Systems, Australia)
- Certified Trainer for Life Style Inventory® (LSI®) (Human Synergistics, New Zealand)