

MAKING EFFECTIVE DECISIONS AND SOLVING PROBLEMS

COURSE INTRODUCTION

In the corporate environment, decisions need to be made and problems to be solved on a daily basis by people of all levels. Many a times, such action is made based on a person's gut feel or past experience without a systematic approach. This resulted in some success but sometimes errors or failures would happened when analysis was not done comprehensively and this could be costly to the organisation. This course will help participants uncover useful strategies and tools to implement a rational approach in attaining sound, clear and well-thought-out solutions.

COURSE OBJECTIVES

At the end of the course, participants will be able to:

- Learn the rational process of problem solving, decision making and implementing the solutions.
- Solve problems through root-cause analysis.
- Use a five-step process for making better decisions.
- Define the desired outcomes and evaluate multiple alternatives.
- Make the final decision and assess risks when you implement the action plan.

COURSE CONTENTS

Problems or Opportunities

- What is problem solving decision making and implementing plan?
- Assess the situations.

Root Cause Problem Analysis

- Solving the problem or eliminating the effects.
- Problem statements.
- Identify root cause.

Decision Making Process

- Understand the five steps process in decision making.
- Determine the desired outcome and objective of a decision.
- Develop selection criteria.
- Criteria: Must and want.

Generate Alternative Solutions

- Redefine the elements.
- Asking "what if" questions.
- Brainstorming technique.
- Comparing alternatives to criteria to find the best choice.

Implement Action

- Action planning worksheet: who to do what and how?
- Potential problem analysis: what are the risks?
- Testing and tracking.

METHODOLOGY

This course uses experiential training methods including exercises, group discussion, activities and group presentation.

WHO SHOULD ATTEND

This course is suitable for managers, executives and staff, of all levels in an organization.

ABOUT THE TRAINER

Joelynn Chong Lee Keng holds a Master of Business Administration from Edinburgh Business School, Heriot-Watt University, UK and a Graduate Diploma of Marketing from The Chartered Institute of Marketing, UK. She also has a Certificate in Talent, Competency & Succession Management, Pennsylvania State University, USA.

As a consultant and trainer for more than 17 years, she has wide experience in the area of human resources development. Her last held position was the Head of Capabilities Development in a JV of a Fortune Global 500 company and was in the HR team to implement an organization-wide management transformation. Before that she was the Chief Country Manager of a start-up training and consulting company in Shanghai where she lead a team, held bottom-line responsibility and built a successful business from scratch.

She has served a wide range of clients both in Malaysia and China, in industries including automobile, airline, banking, finance, manufacturing, fashion retail, power generation, property development, hospitality, shipping and fast food chain. She is a Certified Professional Trainer, UK, and is on the panel of trainers in conducting PSMB's TTT programme.

DATE	VENUE	EVENT CODE
21 October 2020	Menara SSM@Sentral, Kuala Lumpur	CEP/KL/20/104
Time	9.00 am – 5.00 pm	
Training Methodology	Lecture and Case Discussion	
Fee	RM500.00 Standard RM400.00 Licensed Secretary Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
SSM CPE Points	8	

Fee inclusive of certificate of attendance, seminar materials and refreshment.



Use one form for each participant. Print or type clearly. This form can be downloaded from SSM's website at www.ssm.com.my. Kindly make copies if more forms are needed. Please register me for the below programme:

DATE	EVENT CODE	PROGRAMME
21 October 2020	CEP/KL/20/104	MAKING EFFECTIVE DECISIONS AND SOLVING PROBLEMS

PARTICIPANT DETAILS: *(All details must be completed)*

Name _____ I/C No. _____

Licensed Secretary No. _____ SSM PC No: _____

Professional Body Name & Membership No. _____

Designation _____

Company _____

Address _____

Office Tel. No. _____ Fax No. _____ Mobile No. _____

Email Address _____
(Please provide your e-mail address as registration confirmation is sent to you via e-mail.)

Tax Invoice to be issued in the name of _____

Name of HR personnel _____ Tel. No. _____

Vegetarian Meal Other Diet _____

Payment by cheque no. _____ amount RM _____

PAYMENT TERMS

- Fee is payable to **SURUHANJAYA SYARIKAT MALAYSIA**.
- Payment can be made in cash, cheque, bank draft, credit card, postal order or money order.
- Each programme fee must be paid separately.
- Only cheque issued by company/firm can be accepted. Companies/Firms that issue a non-valid cheque will be blacklisted.
- Personal cheque will not be accepted.
- On the reverse of each instrument of payment, please indicate the participant(s) name (maximum 5), License Secretary no./Professional Body name (if any), programme date and event code.
- Attach with a copy of the Registration Form (if payment made before the programme date) or Invoice (if payment made after the programme date) when submitting payment.
- Payment can be made at SSM, Level 17, Menara SSM @ Sentral, Kuala Lumpur and at all SSM branches in Malaysia.

PROGRAMME FEE

Fee is inclusive of certificate of attendance issued by the Companies Commission of Malaysia (SSM), training materials, refreshments and lunch (where applicable).

FAX OR EMAIL YOUR REGISTRATION FORM WITH PAYMENT RECEIPT TO:

COMTRAC & Knowledge Management Division, Level 12, Menara SSM @ Sentral, 7 Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50623 Kuala Lumpur
Tel: +(603) 2299 4440 (Zakhir) / 4441 (Priya) / 5308 (Fuza) Fax: +(603) 2299 4451 / 4452 Email: comtrac@ssm.com.my

TERMS & CONDITIONS

Registration is on a first-come-first-served-basis. No walk-in accepted. All registrations MUST be submitted to SSM accompanied with the full payment five (5) working days before the programme. Admittance will not be permitted unless payment or letter of guarantee is received. Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.

Cancellation

No refund is entertained if participant decide to cancel their registration but a substitute is welcome. Written notification of substitute's name must be received by COMTRAC at least three (3) working days prior to programme. Any difference in fee will be charged accordingly. In cases of cancellation/postponement of programme by COMTRAC, the registration fee will be refunded.

Transfer

No refund is entertained if participant fails to attend a programme. Transfer of registration fee to another programme is not allowed.

Replacement Of Certificate

SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant/representative during registration or loss of certificate, etc.

DISCLAIMER

SSM reserves the right to cancel programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. Upon submitting the registration form, you are deemed to have read and accepted the terms and conditions.

PSMB

Suruhanjaya Syarikat Malaysia is registered as a training provider with PSMB under KERAJAAN1846.

PERSONAL DATA PROTECTION NOTICE

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to get your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.