



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

20
23

SSM TRAINING

MAKING EFFECTIVE DECISIONS AND SOLVE PROBLEMS

COURSE INTRODUCTION

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



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LEARNING OUTCOMES

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 through a decision matrix.
- Make the final decision, and determine risks when implement the action plan.

COURSE CONTENTS

Problems or Opportunities

- What is problem solving and decision making?
- Assess the situations.
- Chronic problems or special problems.

Root Cause Problem Analysis

- Solving the problem or eliminating the effects.
- Review data to refine problem.
- Identify and describe the problems.
- Problem Statements.
- Root cause analysis using different tools.
- Prioritizing the issues: separating the important few from the trivial many.

Decision Making Process

- Understand the 5 steps process in decision making.
- Determine the desired outcome and objective of a decision.
- Develop selection criteria.
- Criteria: Must and Want.

Generate Alternative Solutions

- Variables to consider - cost, benefits analysis.
- Redefine the elements.
- Brainstorming technique.
- Using evaluation technique to comparing solutions to criteria to find best choice.

Implement Action

- Action Planning Worksheet: who to do what and how.
- Predicting the future? Preventing future problems.
- Failure Prevention Analysis: What are the risks.
- Testing and tracking.

METHODOLOGY

This course uses experiential training methods including:

- Exercises.
- Group discussion.
- Activities.
- Group presentation.

WHO SHOULD ATTEND

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

ABOUT THE TRAINER



JOELYNNE CHONG 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.

Joelynnne is a professional trainer and consultant. She last held position as Head of Capabilities Development in one of top Fortune Global 500 organizations, and build the organization's Performance Management System as well as established their Corporate Academy providing development to all levels of employees. Before that she was the Chief Country Manager of a start-up training and consulting company in Shanghai, leading a team, and held bottom-line responsibility, built a successful business from scratch. Coming from strong organization development background, she works with clients in areas of structured employees' development, leadership competencies assessment, performance measurement and appraisal, business acumen, leadership and management skills.

She has served a wide range of clients, both in Malaysia and China; a partial list of her clients includes CapitaLand China, China Eastern Airline, GlaxoSmithKline, Nokia China, APL Shipping, Schneider Electric, Levi Strauss, Credit Guarantee Corporation, Proton Edar, Honda Malaysia, Bank Islam, BSN, Sunway Group, Danone Dumex, MDEC, MMC Corporation, Edra Power, Elekrisola Malaysia, Petronas Chemicals MTBE, Kaneka Malaysia, Bosch ASEAN, UEM Edgenta, Bosch ASEAN, SWIFT Support Service Malaysia, University TAR, and many others.

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Online

ADMINISTRATIVE DETAILS

Date	4 October 2023	
Venue	Virtual Platform	
Time	9.00 a.m. - 5.00 p.m.	
Training Methodology	As stated above	
Fee	RM500.00	Standard
	RM400.00	Licensed Secretary Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak
SSM CPE Points	8 points	

HOW TO REGISTER?

STEP
1

Strictly via online registration at <https://e-comtrac.ssm.com.my>

STEP
2

NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

EXISTING USER of SSM EzBiz

- Key in **USERNAME** and **PASSWORD**
- Click on **SIGN IN**

STEP
3

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.

MAKING EFFECTIVE DECISIONS AND SOLVE PROBLEMS

TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours before the commencement of the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

- Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.
- A participant is allowed to attend ONE programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.
- 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.

Cancellation / Absent

- No refund will be given for participant who failed to attend the programme.
- Replacing registered participant is not allowed.

Transfer

Transfer of registration fee to another training programme is not allowed.

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 obtain 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.

Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

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Disclaimer

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All information contained in the brochure is correct and accurate at the time of publication.

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