

# 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 experiences without a systematic approach. This resulted in some successes 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.

## WHO SHOULD ATTEND

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

## ABOUT THE TRAINER

**Joelyne 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.

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.

ADMINISTRATIVE DETAILS		
DATE	PLATFORM	EVENT CODE
11 August 2021	Webinar @ Microsoft Team	098/21/CEP/WEB
Time	9.00 a.m. - 5.00 p.m.	
Training Methodology	This course uses experiential training methods including exercises, group discussion, activities and group presentation.	
Fee	<b>RM500.00</b> Standard <b>RM400.00</b> Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
CPE points	8	