

# 2022

## SSM Webinar



**MAKING EFFECTIVE DECISIONS  
AND SOLVING PROBLEMS**

# 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 happen 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 led 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; a partial list of her clients includes CapitaLand China, China Eastern Airline, GlaxoSmithKline, Nokia China, APL Shipping, Schneider Electric, Credit Guarantee Corporation, Proton Edar, Honda Malaysia, Bank Islam, BSN, Sunway Group, Danone Dumex, MDEC, MMC Corporation, Edra Power, Elektrisola Malaysia, Petronas Chemicals MTBE, Kaneka Malaysia, Bosch ASEAN, UEM Edgenta, Dialog Group, and many others.

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## ADMINISTRATIVE DETAILS

Date	29 June 2022
Platform	Virtual platform
Time	9.00 am - 5.00 pm
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.
SSM CPE Points	8 points

## HOW TO REGISTER?



# TERMS & CONDITIONS

## for Registration of Training Programmes under COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

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.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

### Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day 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. 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 application is entertained if participant decides to cancel his registration or fails to attend a programme. Replacement of registered participant is not allowed.

### Transfer

Transfer of registration fee to another programme is not allowed.

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### 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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## COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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