

CREATIVE PROBLEM SOLVING AND INNOVATION

Date: 30th October 2013

Time: 9.00am – 5.00pm (Registration Starts At 8.30am)

Venue: Crystal Crown Hotel, Petaling Jaya, Selangor Darul Ehsan

HRDF FUND CLAIMABLE



WHAT YOU WILL LEARN?

By the end of the program, participants will be able to:

- * The 4-step problem solving process
- * 3 ways to understand and define the problem
- * How to identify what's causing the problem using a simple technique
- * The two best creative problem solving tools to find original solutions

Key Outcomes:

- # To discover how the problem solving process works and how to use it to solve a range of everyday business challenges
- # Thinking on your feet fast to reach to new and practical solutions
- # To learn and apply practical creative problem solving techniques in order to generate new and original solutions

WHO SHOULD ATTEND?

This course is suitable for Middle Management staff including managers, assistant managers, engineers, executives and junior executives who wants to improve their problem solving skills.

PROGRAM DELIVERY & METHODOLOGY:

Practical and participative, this course will be conducted via multi-media presentation, individual problem solving exercises, group problem solving activities, briefing, discussions and case study analysis.

PROGRAM KEY CONTENTS:

- Learn to be a solution provider to any problems that crop up.
- Learn how to get to the point & being remembered.
- How to present your ideas persuasively, with speed & clarity.
- Learn to use handy fall-back techniques when you "re caught off guard.
- Handle questions quickly, clearly & persuasively following the "Rule of Threes" .

*****Plus a simulation game on creative problem solving*****

A learning game that is fun, interactive & specially designed to help you develop right brain creativity together with left brain rationality & focus plus a proactive approach to solving issues & overcoming challenges.



Trainer's profile

Leelavathi Subramaniam

Leela is a trainer, speaker and consultant both in the local and international circle. She uses real life examples and interactive exercises making her presentation alive and easily understood.

Leela has 24 years of working experience ranging from banking to sales force and manufacturing and education before embarking into training and consultancy. She started her career in the banking industry and pursue further into MNC and education, having held positions as Bank Executive, Training Executive, Sales Manager, Training Manager, HOD and Training Consultant. She has real indepth experiences of many industries namely MNC's, SME and SMI's and its full deployment of task and people management. She has trained many participants from Asia Pacific, Middle East, Dubai, Oman, India, CHINA and the African Country like SUDAN.

Leela enhances her training with exposure to organizational changes, human capital development and performance towards productivity. Her training in soft skills links with Strategic Management Competency and leadership development work experience includes Coaching New business development, improving Customer Focus and service lead time Creativity and Innovation, motivation and change, leadership, and performance management. Leela's inspiring training has always been evaluated "excellent", exciting, fun and learning made easy to apply. Leela is a certified NLP practitioner and Neuro Semantic as well as Hypnosis and Time Lines.

Leela's Academic And Training Qualifications:

- *MBA(USA) Southern Pacific
- *BBUS (HRM / INTL BUSS) Tasmania, Australia
- *CIM (UK)
- *Diploma in Banking & Finance IBBM
- *Leela is a registered trainer with FMM-IM.
- *Certified – Customer Service Trainer
- *Certified –TESOL (Teaching English for Speakers of Other Language)
- *Certified- Leadership Development Consultant by Navigator International Corporation
- *Certified - Corporate Coach Trainer - Corporate Coaching Centre of Malaysia
- *Certified - Train the Trainer – Human Resources Development Centre TTT/0245
- *Certified – NLP Practitioner and Neuro –Semantics Hypnosis and Time Line Therapy

Leela has developed the full spectrum of TNA consultancy, coordinated and conducted training programs for the Corporate & manufacturing industries for the past 15 years.



**“In the beginner’s mind there are many possibilities,
but in the expert mind there are few.”**

Shunyu Suzuki

Agenda

- **The Art of Problem Solving**

This session introduces the concept of problem solving, definitions, types of problem and the four-step problem solving process.

- **Creative Problem Solving**

This session focuses on the creative problem solving stage of the process. Delegates learn simple yet highly effective thinking strategies and tools that they can use to create new and original solutions and solve problems quickly and easily. Able to present ideas to anyone without fear and hesitation.

- **Solution Finding**

This session focuses on how to evaluate the options in order to select the best solution to implement. Delegates learn 3 tools to evaluate problems depending on their degree of complexity. Stepping up thinking fast and efficiently.

- **EUREKA !!!!! Problem Solved**

This summary session focuses on identifying an action plan to progress the selected solution(s) to the next step.



REGISTRATION FORM

Venue: Crystal Crown Hotel, Petaling Jaya, Selangor Darul Ehsan

Date: 30th October 2013 (Lunch & Tea Breaks Included)

Time: 9.00am – 5.00pm (Registration: 8.30am)

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HRDF FUND CLAIMABLE

Programme Fee RM999 per pax

No. Of Persons

Kindly complete and fax this form before 29th October 2013 at: +603 7966 2838

Organization

Contact Person

Designation

Email

Phone / Fax

_____/_____

Official Company Stamp and Address

No	Name (Mr/Ms/Mrs)	Designation	Email
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

PAYMENT METHOD

CHEQUE (Kindly Fax Bank Slip to +603 7966 2838)

LOCAL ORDER

TERMS & CONDITIONS

- I. Full payment shall be made upon registration.
- II. Registration fees is inclusive of course materials, certificate of attendance, lunch and refreshments.
- III. Job Hunt Training reserves the right to reschedule, make changes to the programme, venue, speaker and/or topic, or cancel the event due to unforeseen circumstances.
- IV. No refund will be affected for any cancellations upon registration.
- V. Replacements and representatives are allowed, however the fees paid are not refundable.
- VI. Upon Submission of this registration form, you undertake to have read and understood the terms and regulations of the Registration Policies.

Account Name

JOB HUNT TRAINING SDN BHD

Option #1

PUBLIC BANK BERHAD
Account No: 38107 85727

Option #2

MAYBANK BERHAD
Account No: 5127 5431 7213

**Book your place: Call Steven at
013-3851975**

Ms. Ho Kit Peng

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Organised By:

