



# CREATIVE PROBLEM SOLVING

HRDF

## COURSE CODE: H-SS-06

LEVEL: Basic to intermediate

LANGUAGE: Bahasa & English

## INTRODUCTION

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

## OBJECTIVES

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

- Understand the complete process of creatively solving a problem.
- Learn some key questions to ask when gathering information about a problem
- Take home tools to effectively determine what 'the problem is'
- Learn to write concrete problem statements
- Discover idea-generating tools like affinity diagrams, word chaining, the box method, the Looking through a different Lens & the blink method
- Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- Learn to perform a final problem analysis and then select a solution
- Understand the why's & how's of refining & re-refining a solution shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality

## COURSE DURATION

2 days (9am—5pm).

Tea Breaks: 10:30am & 3:30pm.

Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details ([www.zohlgroupp.com](http://www.zohlgroupp.com))

## METHODOLOGY

Lecture, group discussion, audio-visual, role-play, case studies, collaboration games and experiential activities.

## TARGET AUDIENCE

All levels of Managers, Executives and Engineers.

## LOCATION

Mindset Discovery Center™@ZOHL, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

## COURSE CONTENT

### **Module One: Getting Started**

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### **Module Two: The Problem Solving Method**

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

### **Module Three: Information Gathering**

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

### **Module Four: Problem Definition**

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

### **Module Five: Preparing for Brainstorming**

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

### **Module Six: Generating Solutions (I)**

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

### **Module Seven: Generating Solutions (II)**

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

### **Module Eight: Analyzing Solutions**

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

### **Module Nine: Selecting a Solution**

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

### **Module Ten: Planning Your Next Steps**

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

### **Module Eleven: Recording Lessons Learned**

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

### **Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Customized In-House Training Program is available in the following areas:

Accounting & Finance | Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Digital & Social Media Marketing | Cust Svc | SCM | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | ICT | ISO | PM | TQM

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)



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## COURSE FEE

**RM1,484** per person incl. 6% SST

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## HRDF CLAIMABLE

Yes. SBL Khas. If your company contributes to HRDF Fund

## REGISTRATION METHOD

- Online:** <https://zohlgroupp.com/mdc/hrdf-registration/> **OR**
- Download this brochure at: <https://zohlgroupp.com/mdc/hrdf-brochure/> and fill up the required information. Then please fax to: 03.6279.0663
- Or contact our office at: 03.6279.9276 / 013.206.103

## FACILITATOR

**Alauddin Razali** - has more than 23 years of experience in Business Coaching, Consultancy, Master Trainer, and Facilitator. He is one of the Senior Trainers with ZOHL Consultancy Sdn Bhd for the past 5 years. His primary responsibilities included business turnaround and entrepreneurship development with major emphasis in business model canvassing, business management, sales & marketing strategy, communication skills and upgrading of personal soft skills and working skills in the following sectors:

Private Companies

- GLC, MNC, and Government Agencies.

Since 2013, Alauddin has been trainer for Mindset Discovery Centre@ZOHL for their CIDB and HRDF training programs. Some of the programs include Effective Leadership & Supervisory Skills and Office Management. In addition, he has also conducted training programs for MARA, PUNB, INSKEN, AIM, and IPTAs. He was also involved in providing Soft Skills training for Khazanah SL1M-GREEN Program for 3 years and TalentCorp GEMS Program for 3 years on the following subjects:

- Mindset Transformation | Business Etiquette and Personal Grooming
- Leadership & Influence | Organizational Skills
- Time Management | Leadership & Supervisory Skills
- Team Building | Office Administration & Management
- Moment of Truth | Entrepreneurship
- Sales & Marketing Strategy | Business Model Canvassing
- Customer Service Excellence | Business Operations
- Business Coaching & Mentoring | Business Planning, and
- Interpersonal Communication Skills.

Alauddin served the Royal Malaysian Navy as Chief of the Boat and Onshore for about 16 years. Later, he built his own business related to engineering, IT and construction. He was also invited to appear in a local TV show on a program called 'Developing Negotiation Skills' in the year 2000.

### Education:

- Engineering major from HMAS Nirimba, NSW, Sydney, Australia
- Royal Australian Navy: Nuclear, Biological, Chemical & Damage control Course
- BPMB: Executive Bumiputra Entrepreneur

Note: trainer availability is subject to change

## REGISTRATION FORM

Participant#1: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Participant#2: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Training Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## PAYMENT

CASH: RM \_\_\_\_\_ OR

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [training@zohlgroupp.com](mailto:training@zohlgroupp.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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Sebarang pertanyaan sila hubungi Cik Niesa  
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