

# **CRITICAL THINKING, CREATIVE PROBLEM SOLVING and DECISION MAKING**



**Unlock your problem-solving potential  
with the creative, analytical and critical thinking skills  
you will develop on this exciting and stimulating workshop  
25 - 26 Sep 2017 \* Hotel Royal KL**

## **Overview & INTRODUCTION - Inspiring and Rewarding**

Successful organizations rely on critical thinkers and creative thought leaders who can generate inventive solutions to everyday problems. In this training course, you gain the knowledge and skills needed to leverage left- and right-brain thinking, analyze problems critically, spur creativity and implement innovative ideas in a practical way for your workplace.

Successful organizations recognize that creative solutions & problem solving skills significantly enhance business results & business potential.

**The easiest & fastest way for you to earn respect & credibility at work is to be able to solve problems.**

**In these challenging times, you need to be the #1 solution provider in your company - to solve problems with confidence and clarity.** This course has been specially structured to include interesting, workable, extraordinary techniques to enable you to break out of your comfort zones & think analytically as well as creatively. Get powerful problem-solving skills to more successfully reason through business problems

Today, it's everyone's job to effectively solve problems. Analytical thinking and problem solving are foundational thinking skills that involve breaking things down into their component parts. They also involve deductive reasoning, drawing conclusions from givens and applying judgments to reach conclusions from a combination of evidence and assumptions.

This course introduces you to fundamental thinking processes so that you can successfully analyze and solve a wide variety of business problems. Get these

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**PEAK SUCCESS ABUNDANCE SDN BHD (1104937-T)**

Unit 6, Tkt 3, Blok B, Pusat Perdagangan Taman Dagang,

Jalan Dagang Utama, 68000 Ampang, Selangor

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essential analytical thinking and problem-solving skills now to give yourself a powerful competitive and career advantage!

### **LEARNING OUTCOMES - Knowledgeable, High Impact, Beneficial**

Upon completion of this program, participants should be able to:

- Ⓢ Enhance their ability to think analytically and creatively when confronted with numerous situations at workplace
- Ⓢ Understand the applications of various analytical and creative thinking techniques and tools
- Ⓢ Sharpen their analytical and creative thinking skills especially when dealing a problem situation
- Ⓢ Make better decisions through critical thinking and creative problem solving
- Ⓢ Select the best decision given the specific situation
- Ⓢ Transform your creativity into practical business solutions
- Ⓢ Learn a process for breaking down complex problems into their components and gain clarity around possible solutions
- Ⓢ Explore how to generate solutions to a typical problems and then test the solutions
- Ⓢ Moving from pieces to the big picture and creating/testing solutions
- Ⓢ Identifying common patterns to look for in data
- Ⓢ Applying the four components of analytical reasoning to a real-life work situation
- Ⓢ Encourage out-of-the-box thinking and focus on pinpointing problems, identifying root causes and their outcomes
- Ⓢ Apply proven out of the box techniques to improve systems, products and processes

**Use a problem from work as a practical & real life case study so you can learn from your experience & apply back at office.**

### **COURSE OUTLINE 2 DAYS - Solution Based, Innovative and Rewarding**

#### **CRITICAL THINKING - TOOLS AND APPLICATIONS**

- ✚ Analytical, critical and creative thinking
- ✚ Benefits of analytical and creative thinking in organizations
- ✚ Steps in analytical thinking
- ✚ Common tools and techniques for analytical thinking
- ✚ Appraising situations and analyzing information
- ✚ Statistical tools, data analysis methods
- ✚ Drawing interpretations and correlation with data
- ✚ Quantitative and graphical approaches
- ✚ **Applications Of Analytical Thinking in Problem Solving**

#### **PRACTICAL CASE STUDY ON THINKING SKILLS**

- ✚ Briefing of case study requirements

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- ✚ Group discussions on case study
- ✚ Group presentations of case study
- ✚ Evaluation and feedback session
- ✚ **Individual And Group Exercises On Analytical Thinking**
- ✚ **Mini-Case Study On Sharpening Analytical (Critical) Thinking**

### **APPLYING ANALYSIS MODELS**

- ✚ Dissecting the situation
- ✚ Decision analysis
- ✚ Setting priorities for taking action
- ✚ Evaluating problems (people, process and technology)

### **AVOIDING ANALYSIS PARALYSIS**

- ✚ Overcoming the "It won't work here" mentality
- ✚ Analyzing for outcomes, not solutions

### **UNLEASHING YOUR CREATIVITY**

- ✚ What is creative thinking?
- ✚ Creative thinking - a self-assessment
- ✚ Enhancing personal creativity and thinking
- ✚ Obstacles to creative thinking
- ✚ Developing creative thinking and visual competencies
- ✚ **Incubation, Visualizing, Learning To Draw, Mind Mapping**

### **KICK-STARTING YOUR CREATIVE THINKING PROCESS**

- ✚ **Creativity Process** : What Has To Happen - Framework, Data and Information, Incubation, Thinking, Eureka!, Development and Implementation
- ✚ Avoid groupthink
- ✚ Group Creative Thinking: to spur the imagination techniques and triggers used include - successful brainstorming, challenging assumptions, 5 Monkeys Syndrome, idea generating questions, combining/piggyback on ideas, connecting, associating, incubating, working with metaphors while having fun!
- ✚ **Using A Series Of Activities, Games, Group Work & Presentation**

### **PROVOCATION & THINKING OUTSIDE THE BOX TO SOLVE PROBLEMS**

You begin by making deliberately stupid statements (Provocations), in which something you take for granted about the situation is not true.

Statements need to be stupid to shock your minds out of existing ways of thinking.

Once you have made a provocative statement, you then suspend judgment and use that statement to generate ideas. Provocations give you original starting points for creative thinking. Reversal is to deliberately think in the opposite direction or the exact reverse of the issue at hand

**Video: [Blue Ocean Strategy - Reflect, Discuss, Evaluate](#)**

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## **READY TO USE PROBLEM SOLVING TECHNIQUES: CHALLENGE ASSUMPTIONS, QUESTIONING, FREE ASSOCIATION, REVERSAL/OPPOSITE, ABSENCE THINKING, VISIONING, VISUALIZATION/GUIDED IMAGERY**

Interesting activities to stimulate and awaken the immense creativity in you. After you have removed the barriers to creativity and understand the various creativity tools, you are ready to apply your own creativity. Here, you will work on the challenges in your own organization. **Bring your work problems to the seminar so that you can produce ideas and results you can use back in your office.**

### **Mind Power Games to Stimulate Thinking Outside The Box**

## **2 HIGH IMPACT, EXCITING & REWARDING GAMES**

**Stimulate creativity & really think outside the box - fun, fast paced, revealing**

Learning games specially designed to bring out the following qualities and expertise:

- ✚ Creativity, brainstorming and problem solving skills
- ✚ Lateral thinking - looking at problems from various angles
- ✚ Innovation and innovativeness
- ✚ Determining what the customer wants/outcome
- ✚ Presentation - persuasion and influence
- ✚ **Debriefing & Time Out: Lessons that Can be Applied Back at Work**

## **CREATIVE PROBLEM SOLVING PROCESS (CPS)**

- ✚ Understanding problem analysis (Information gathering, defining problems/opportunities, identifying and structuring objectives, seeing patterns, analytical thinking, deductive reasoning, root cause analysis, decomposition)
- ✚ Defining boundaries and constraints
- ✚ Applying problem solving tools and techniques
- ✚ Creative and analytical tools and techniques

## **TECHNIQUES FOR ANALYZING ENVIRONMENT**

- ✚ 4 techniques will be explored in depth
- ✚ Determining the deviation and gap
- ✚ **Camelot - Compare & Contrast Against Ideal**
- ✚ **Benchmark - Compare & Contrast Against Others/No. 1**
- ✚ **Metaphors/Analogy**
- ✚ **SWOT Analysis - Consider From Internal & External Basis**

## **TECHNIQUES FOR IDENTIFYING PROBLEMS - TESTING PROBABLE CAUSES**

- ✚ Determining the deviation and gap
- ✚ **Root Cause Analysis** - 5 Why Diagram and 5W 1H
- ✚ **Fishbone/Affinity Diagrams** - define effect/problem, identify causes and sort ideas into useful categories
- ✚ **Reframing Matrix** - generating different perspectives
- ✚ **Picture Stimulation** - draw picture of problem
- ✚ **Pareto Analysis** - choosing the most important changes to make
- ✚ **Team Project: Excellent Techniques To Help You Identify, Pinpoint and Confirm Problem Areas and Where The Problems Are Coming From**

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## INDIVIDUAL TECHNIQUES FOR GENERATING ALTERNATIVES

- ✚ Attribute Listing
- ✚ Back to the Customer
- ✚ SCAMPER
- ✚ **Individual Exercise: Select Your Technique - Analysis, Evaluation & Presentation**

## GROUP TECHNIQUES FOR GENERATING ALTERNATIVES

- ✚ Lotus Blossom Technique
- ✚ Storyboarding
- ✚ Reframing Matrix
- ✚ Pin Card/Gallery Method
- ✚ **Group Projects - Brainstorming, Discussion & Presentation**

## DEPLOYING YOUR DECISION AND DECISION ANALYSIS

- ✚ Clearly expressing analysis results
- ✚ Ensuring organizational benefit
- ✚ Guaranteeing maximum buy-in
- ✚ Choosing among alternatives
- ✚ Establishing objectives
- ✚ Assigning weight to objectives in order to make the best decision
- ✚ Creating a satisfaction scale to choose between alternatives
- ✚ Translating creativity and analysis into practical application
- ✚ **Simulation and Application: Cost-Benefit Analysis, Grid Analysis, 6 Thinking Hats**

## INTEGRATING YOUR SOLUTION INTO THE BUSINESS

- ✚ Constructing a blueprint for your action plan
- ✚ Reinforcing your newly developed creative thinking skills

## YOUR PERSONAL DEVELOPMENT TOOLKIT

- ✚ Educating others with creative tools
- ✚ Practicing creative and critical thinking skills continuously

## MIND MAP THE 2-DAY LESSONS WITH ALL KEY LEARNING POINTS

### WHO SHOULD ATTEND

All managers, executives, supervisors, all support and admin personnel, sales and marketing, customer service and front desk, PR, technical staff, engineers, production staff, QA staff - **ALL** who wants to learn to be a solution provider for their companies and to be able to provide creative input/ideas at the workplace. **Any individual who wants to be better equipped to face and solve today's complex business problems by using a foundational process for reasoning and problem solving.**

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### **COMPREHENSIVE MANUAL & WORKBOOK - We Go The Extra Mile!**

A practical, easy to read yet thorough set of notes for the participants. Includes relevant checklists, workable templates, guidelines, work sheets plus step by step procedures of all the techniques, strategies and tools taught in this course. It is finalized after years of research, painstaking revisions and thorough checking for accuracies. It is content-rich but summarized for easy reading and follow through. **This Is Rachel Khor's Special Gift To The Participants As A Fantastic Takeaway After The Training.**

### **EXPERIENTIAL ACCELERATED TRAINING METHODOLOGY - We Make A Difference & We Provide Workable, Practical Solutions**

Using a combination of various training methodologies including a combination of expert input plus practical sessions including:

- 👉 Instructions, Group Discussions, Presentations, Video Clips
- 👉 Brainstorming Sessions, Practical Hands On Sessions
- 👉 Demonstrations, Games, Activities, Creative Music, Visualization
- 👉 Notes & Hand Outs, Group and Individual Exercises

### **COURSE TRAINER**

#### **Rachel Khor - Creative, Dynamic, Inspiring, Charismatic, Versatile**

- Certified Master Performance Coach (ICF Approved - International Coach Federation)
- From DC Psychology International & American Institute of Business Psychology
  - Certification in Colored Brain Communication
  - Certification in Human Drivers and Motivation
  - Certification in Dynamic Speaking
  - Certification in Curriculum Development
- Certified Trainer in Emotional Quotient
- Certified Trainer PSMB (Ministry of Human Resources Malaysia)
- Certification in Neuro Linguistic Programming (NLP)
- Certification in Hypnotherapy from London College of Clinical Hypnosis (LCCH)
- Attended course on **Clinton Swaine's Experiential Training "Play To Win"**, Silva Life System in Mind Development & Stress Control. Also attended courses on Mind Mastery, Laws Of Attraction, Napoleon Hill's Principles Of Success, Emotion Through Sound & Movement, Breakthrough Program by Asiaworks, Communication by Landmark Forum, Money & You, Creativity, Problem Solving, Grooming and Etiquette, Accelerated Learning Techniques, Sales and Marketing, Digital Marketing, etc



With more than 16 years in corporate training, Rachel Khor is currently the **Principal Trainer & Chief Learning Strategist** with Peak Success Abundance Sdn Bhd as well as an experienced entrepreneur and businesswoman.

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Rachel Khor is also a **Master Trainer** in Creativity/Thinking Outside The Box, Problem Solving, Emotional Intelligence & Emotional Drivers, Change Management, Leadership, Communication, People Skills, Handling Difficult People, Peak Performance, Goal Setting, Positive Work Attitude, Success Tools, Colored Brain, Master Your Mind. She has also undertaken training, consultancy and facilitation projects with various companies, both private and public sectors. She is a sought after Learning and Development Strategist, People Developer, Trainer, Coach and Mentor.

Her training and coaching incorporate effective evaluation methods, powerful techniques of varied disciplines and practical tools for all her learning solutions. **Driven by a passion for delivering awesomeness**, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical & up to date information, deliver time tested methodologies and conduct interactive sessions - all are formulated to achieve results like never before.

Her **determination & speed in producing training solutions** is one of the key reasons our clients keep coming back to her. Her research, knowledge and experience made Rachel Khor in the front line within her profession. She loves people development - during her high impact training sessions she is dynamic, dedicated and results driven. **She utilizes Accelerated Training methodologies to inspire change & fast results.**

She trains with her personal brand of positivity, charisma, creativity and focus which greatly motivates her participants to achieve greater heights of achievement and accomplishment. Participants have described her sessions as inspiring, thought provoking, energetic, highly interactive and easy to understand.

During her sessions, her ability to be **neutral, non-judgmental, supporting the group and upholding its wisdom has allowed her to effectively extract participation in a magical way.** She has presented papers in various national events, seminars including speaking at PSMB Forum & CEO Forum and was rated highly by both the audiences and the organizers.

**Based on the belief that every individual has a core genius and the ability to soar given the right opportunities; Rachel's training methodology breaks limiting beliefs, overcomes obstacles and cultivates trust across cultures.**

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She is also able to provide psychometric profiling, competency profiling and identifying learning needs. Her methods follow S.M.A.R.T.I.E.S. principle - specific, measurable, achievable, rewarding, tracked/ timeliness, inspiring, excellence/ emotional, small steps; aligned to business needs while strengthening organization's capability and vision.

She has been running her own company since 1992 focusing on organizing, promoting and hosting international conventions with leading learning specialists and consultants from around the globe. She received her training in USA, UK, Australia, Singapore and Malaysia.

She has trained under the world famous Millionaire Mindset trainer, T Harv Eker (Master Your Mind & Guerilla Business). She has also trained under Blair Singer for Sales Dog Training, Powerful Sales Presentations and Train the Trainer. She is a keen practitioner of Mind Mapping & Mind Power. She has attended the training of some of the best world class trainers, business gurus and leading coaches including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale, Jose Silva, Burt Goldman, among many others.

Rachel is an extremely dynamic, knowledgeable and versatile trainer who has excellent communication skills & easily develop fantastic rapport with her participants. Due to this she always receives rave reviews & excellent ratings. She achieves this by ensuring her training is **relevant, result oriented, solution based - made fresh with new ideas, strategies and techniques.**

### **SATISFACTION GUARANTEED!**

She has trained many executives and managers from various industries and multinationals, bringing to them the latest tools and methods to excel. Rachel's strongest point is her ability to bring out the best in every participant . Her **Unique Selling Point** is her innovative, practical approach to training and her ability to make the training unique, enjoyable yet rewarding. What she teaches can be applied back at the office. She mixes no **nonsense pragmatic information with creative mind power & mindset changing strategies to make her courses relevant and results oriented.**

### **CLIENTS FROM RACHEL'S TRAINING INCLUDE...**

Petronas, Shell, BNM, Kementerian Kewangan, Ambank, UOB, HSBC, Exim Bank, Danajamin, Pan Malaysia Pools, Msian Reinsurance, Tokio Marine, ACE, Aneka Insurance, MII, Agilent, Ansell, Bristol, Sime Tyre, Dell, Emhart Glass, Kotak, Infineon, Impressive Edge, Kanzen, Merck, Mimos, MRCB, Selangor Industrial Corporation, Samsung, Munchys, Scenic Moulding, Kossan Rubber, LG Aluminium, Royal Selangor, SIRIM, Tencate, Takeuzi, Totokiki, Toshiba, Niro Ceramic, White Horse Ceramic, MAS, Msian Airport, KLAS Airport Services, PTP, Westport, Johor Port, TNB, Telekom, Maxis, Sunrise, SP Setia, Selangor Dredging, Worldwide Holdings, IOI, Genting, Hotel Equatorial, Eastin Hotel, Saujana Resort, Subang

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Medical Centre, Msian Export Academy, FMM, UEM, Naza, Open University, UKM, UM, DBKL, PNB, government sectors, etc

### **PUT ON YOUR CREATIVE HATS - The Marshmallow Challenge**



### **MIND MAPPING EXERCISE - All The Key Learning Points Of The Entire Seminar. Jot Down The Applications To Be Undertaken & Implemented**



#### **SPEED: How Fast Can You Solve This?**



#### **TEAMS in Action**



#### **CREATIVITY: Put On Your Thinking Caps**



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## REGISTRATION DETAILS

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25 – 26 Sep 2017 \* Hotel Royal KL

Course Timing: 9.00 am - 5.30 pm

Payment Made To: Peak Success Abundance Sdn Bhd

Course Fees: RM1,600 per participant

For 3 & above: RM1,500 per participant

Company Name & Address: \_\_\_\_\_

#### Participant's Contact Details

1. Name: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ H/P: \_\_\_\_\_ Email: \_\_\_\_\_

2. Name: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ H/P: \_\_\_\_\_ Email: \_\_\_\_\_

3. Name: \_\_\_\_\_ Position: \_\_\_\_\_

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4. Name: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ H/P: \_\_\_\_\_ Email: \_\_\_\_\_

5. Name: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ H/P: \_\_\_\_\_ Email: \_\_\_\_\_

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Signature & Company Stamp

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