

“*The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year.*”

John Foster Dulles
Former US Secretary of State

Creative Problem Solving & Decision Making in the Workplace

Intensive
Learning &
Skill-Building

Communicate a
Comprehensive
Foundation

Plan & Conduct
Your Own
Basic Problem
Solving Event

Change agents will be guided to apply problem solving knowledge directly to real cases:

01



Defines &
Scope Problem
Appropriately

02



Gather
Required Data

03



Find the
Root Cause

04



Select the
Best Solution
Possible

05



Implement the
Solution

06



Monitor The
Result for
Sustainability

KEY LEARNING



- The entire problem solving process
- Common problem solving cycle
- How to understand and scope a problem appropriately
- Identifying required data for problem characterization
- How to identify root cause using logic and basic data analysis
- How to use creativity to find solutions
- How to monitor the result after solution implementation
- Follow ups after the event
- Apply all knowledge to your real problem case (workshop session)

day 1

day 2

AGENDA

PROBLEM:

Problem classification based on quality and time (crisis, planning, action, ineffective)
Problem classification workshop
Problem selection
Problem selection workshop
Simple problem charter
Problem charter workshop

ANALYSIS:

Brainstorming, fishbone diagram, pareto, 5-whys
Analysis workshop

SOLUTION:

Brainstorming, SCAMPER
Criteria based matrix
Solution workshop

Register Now

AUG 28 - 29, 2024

Information and Registration

 **0817 5763 021**



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