

REGISTRATION FORM

Creative Problem Solving & Decision Making

A Practical base 2-Day Workshop

| FOR OFFICE USE ONLY | |
|---------------------|-------|
| Registration ID | CPSDM |
| Date Received | |
| Payment Mode | 1 2 3 |
| Received by | |

Full Name _____
 Co./Org. _____
 Designation _____
 Mobile no _____
 Email _____ Facebook ID _____
 Billing Add. _____

 Agent's Code _____ Agent's Name/Company _____
(if applicable) (if applicable)

PACKAGE please tick (✓) where appropriate:

| Type | Fee (RM) | Confirmation |
|---|----------|--------------------------|
| Creative Problem Solving & Decision Making A Practical base 2-Day Workshop | | <input type="checkbox"/> |

PAYMENT MODE please tick (✓) where appropriate:

| | |
|--------------------------|--|
| <input type="checkbox"/> | 1 Cash Cheque payable to UCSI EXTENSION SDN BHD Cheque no. _____ Date _____ |
| <input type="checkbox"/> | 2 Direct Cash Payment Cash Receipt no. _____ Date _____ |
| <input type="checkbox"/> | 3 Cash Direct to Bank Account Account Name: UCSI Extension Sdn Bhd Bank Name: Maybank Berhad Account no.: 5142-8041-8724 |

TERMS & CONDITIONS

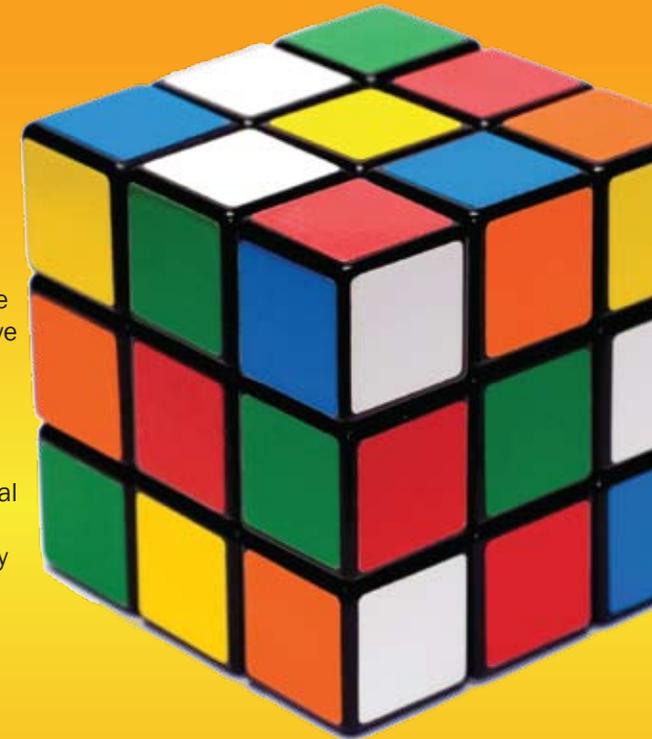
Registration:
Full payment is required before workshop begins.
Confirmation of Registration:
A receipt will be issued via email upon confirmation of full payment.
Registered delegates will need to show proof of receipt on workshop day.
Substitution / Cancellation:
There is no refund for cancellations, however, substitution of name(s) is allowed.
Registration Deadline:
Seven (7) days before the date of the workshop.

Yes, I fully agree and accept the terms and conditions of this programme.

 Name: _____ (signature)
 Date: _____

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“ A problem is an issue or obstacle which makes it difficult to achieve a desired goal, objective or purpose. It refers to a situation, condition, or issue that is yet unresolved. In a broad sense, a problem exists when an individual becomes aware of a significant difference between what actually is and what is desired.

Please return this completed form to:

+6 03 9101 8880
ext.5050

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The degree to which problem-solving and decision-making situations will be successful is determined by the nature of problems and by which techniques and tools are employed. This is where creativity must play a dominant part and role in industry now and become the dimension to apply vigorously in order to reap the rewards of problem-solving.

This programme addresses the factors mentioned above and provides executives and managers with the creative tools and techniques to explore, identify, solve and even prevent problems.

Key Learning Outcomes

This practical programme will give participants the skills to:

- Be a contribution to change.
- Find the cause of a problem instead of focusing energy on the symptoms of the problem.
- Use the right tools to solve problems effectively.
- Explore alternatives to solutions.
- Be creative and innovative in solving problems.
- Invent win/win outcomes in decision makings and executions.
- Communicate the process and success stories.
- Invent a new game-'Am I a contribution'.

The Trainer

Stephen Corneilius has over 27 years of experience in Organisational Development, Productivity Improvements and Behavioral Change and People Development. He has consulted more than 30 clients within the Asia region as an Independent Consultant for IMPAC focused on delivering the needed attitudinal behavioral changes, productivity improvements and projected savings to the client. He was the Principle Consultant for SC Management Consultancy proving consulting service for the Siam City Cement Group (Thailand), PT. Punggung Electronic Surabaya and PT Omron Electronic, Jakarta Indonesia - focusing on Project Management, Organisation Development and Career planning programmes and also provides consultation services for Malaysian Clients. Currently, he is the CEO of UCSI Extension, a training and consulting firm that provides lifelong 'learning and growth' opportunities for corporate clients and working adults.

2-Day Workshop Structure:

SETTING THE STAGE

- Passion/ Energy/Drive
- Change Cycle
- Circle Of Influence
- Am I a Navigator
- Fish Philosophy

PROBLEM DEFINITION

- Identify The Problem
- Problem Solving Process
- Your Influence
- Creative Thinking & Problem Solving
- Group Problem Solving Exercise On Environmental Issue
- Effective Steps in Problem Solving (Manufacturing Approach):
a guided approach discussion

CEDAC (Cause Effective Diagram with Additional Cards): Problem Solving Practical Approach

- Practical Problem Solving Exercise & Presentation

DECISION MAKING - focusing on Execution

- Pain Points Frequency Chart
- Identify Key Focus Indicators
- Strategy & Execution
- Action Logs