

# WOMEN'S INSTITUTE OF MANAGEMENT

(INSTITUT PENGURUSAN WANITA (WIM) )( Company No. 264164-K)

(A Non Profit Company Limited by Guarantee and Without Share Capital)

# Problem Solving and Decision Making

## Who Should Attend

- Managers
- Team leaders
- Those who would like to enhance their problem solving and decision making competencies

## Introduction

The future does not just happen. It is shaped by decisions. The quality of your decisions will determine the direction and outcome of your ventures. As such, the correctness of a decision cannot be left to mere intuition or chance. Before a decision is made or selected from a list of possibilities, it must go through a structured and coherent decision testing. Decision is about risk-taking and this is what calculated risk is about. Decision making must be structured and deliberated.

This 2-Day workshop will introduce techniques on how to make a good calculated decision and solve problems.

## Content Outline:

1. Decision Making
2. The Rational Model of Decision Making
3. Human Compromises in Decision Making
4. Guidelines for Decision Making
5. Tools for Decision Making
6. Group Decision Making
7. Problem Solving
8. Creative Problem Solving Approaches
  1. Putting It All Together

## Methodology

This program is designed to be interactive and participative. Participants will learn from experiential activities. The following approaches and tools will be used:

- Individual and group work
- Peer group discussion
- Case studies
- Decision Making Tree
- Pareto Analysis
- SCAMPER Model
- 6-Step Problem Solving Model
- Facilitator's briefing and lecture

## FACILITATOR

### Philip Tan

- Bachelor of Laws (Hons), University of Wolverhampton, UK
- Practitioners' Diploma in International Advertising (Dip.IAA, New York)
- Cert.Ed (TESOL), Pantai Valley Teachers' College, Kuala Lumpur
- Master in Business Administration , Soft Systems Methodology, University of Hull, UK
- Higher Group Diploma in Public Relations, Sales Management, Marketing and Advertising (Institute of Commercial Management, Bournemouth, UK)
- Associate Estate Planning Practitioner (AEPP), UK

Philip is a public speaker, master trainer, researcher and consultant. He has held senior management portfolios in diverse industry and has over 15 years of experience in the field of corporate training. Among the organisations he has trained in-house includes Hewlett Packard, Ministries from the Government of Malaysia, I-CIMB, IM4U Sentral, Australian High Commission, COWAY, JOTUN, Malaysia Airports Berhad, SIEMENS, etc.

### Problem Solving and Decision Making

6<sup>th</sup> – 7<sup>th</sup> Jun 2017 (Tue - Wed), 9 am - 5 pm

**Fees: Member – RM1000.00 Non-Member – RM1200.00  
Group (min 3) – RM1100.00**

Name (1): \_\_\_\_\_

Name (2): \_\_\_\_\_

Name (3): \_\_\_\_\_

Company: \_\_\_\_\_

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

Postcode: \_\_\_\_\_ City: \_\_\_\_\_

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

Handphone: \_\_\_\_\_ E-mail: \_\_\_\_\_

#### Payment Details:

By Cheque / Cash: I enclose cash/cheque RM \_\_\_\_\_ payable to **'Women's Institute of Management'**

Bank the payment into **Women's Institute of Management**'s account:  
Bank : **CIMB Bank Berhad** Account No.: **8000694925**  
(fax or email the bank-in slip as the proof of payment)

By Credit Card: Please charge RM \_\_\_\_\_ to my credit card: V / M

Name of Cardholder: \_\_\_\_\_

Credit Card No.: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Card Issuing Bank : \_\_\_\_\_

**Please tick if you are WIM Member**

I understand that a place is reserved when payment has been received by WIM

Signature \_\_\_\_\_ Date \_\_\_\_\_

## REGISTRATION FORM

### ADMINISTRATIVE DETAILS

Venue: 1<sup>st</sup> Floor, Wisma WIM  
7, Jalan Abang Haji Openg  
Taman Tun Dr. Ismail  
60000 Kuala Lumpur.  
Tel : 03-7725 0268 / 0288 ext 16  
Fax : 03-7725 0286  
E-mail : [nyk@wimnet.org.my](mailto:nyk@wimnet.org.my)  
Website: [www.wimnet.org.my](http://www.wimnet.org.my)

Fees inclusive of 6% GST, refreshments, luncheon, course materials and Certificate of Attendance.

### REGISTRATION POLICY

#### REGISTRATION

Registration Form must be completed and submitted together with full payment of the seminar fees to WIM before commencement of the seminar. Otherwise, we may have to treat your registration(s) as unconfirmed.

#### SUBSTITUTION OR CANCELLATION

Substitution of participant(s) is allowed provided WIM is notified in writing of the same with the name of the new participant(s) at any time prior to commencement of the seminar.

WIM reserves the right to cancel, reschedule or postpone the seminar due to unforeseen circumstances. Every effort will be made to inform registered participants.

#### PAYMENT

Payment paid is not refundable.

#### GROUP DISCOUNT

An organization sending 3 or more staff members to attend is entitled to RM1100 per participant.

**HRDF SBLClaimable**