



PUBLIC TRAINING PROGRAMS 2023

# CRITICAL THINKING & CREATIVE PROBLEM SOLVING

## COURSE OUTCOME

- Raise your awareness of thinking habits and cultural biases that influence individual and group perception of problems and possible solutions
- Plan and implement solutions or prevent the problem to arise again
- Apply thinking tools to work problems
- Design problem-solving processes that will encourage team participation and support the active implementation of solutions
- Determine the root cause of the problem
- Learn how mind mapping taps into how the brain works to capture and develop new ideas

## COURSE MODULE

### MODULE 1

#### ***The mysteries of the human brain***

- Make the most of your grey matter
- Left brain/right brain thinking
- Our multiple intelligences

### MODULE 2

#### ***Lateral Thinking***

- To break out of patterned way of thinking
- Making the best of structured thinking
- Think out of the Box

### MODULE 3

#### ***The creative environment***

- Setting the creative stage
- Identifying elements that stimulate creativity
- Eliminating barriers to innovation

### MODULE 4

#### ***CPS Strategy***

- Six step plan to Creative Problem Solving
- Applying tools to Root cause diagnosis
- Using techniques to generate options

### MODULE 5

#### ***Generating Root Causes with Creative Brainstorming Tools***

- YY
- Lateral Brainstorming

### MODULE 6

#### ***Generating Solutions with Problem Solving tools***

- HH
- Lotus Blossum

### MODULE 7

#### ***Avoiding analysis paralysis***

Overcoming the "It won't work here" mentality  
The Five Monkeys Syndrome  
Resolve / remove 'we've always done it this way'



**Irene Choong Peck Foong**

Irene has been a trainer for close to twenty-five years. She holds a Masters in Training and Human Resource Development (MTHRD) USA and Bachelor of Arts (Hons) degree from the University of Malaya. Irene is a Director and Consultant/Trainer of Pinnacle Performance which was founded in 1993. She has accumulated wide experience in the field of management, communications, marketing and customer service having served in various management capacities in various industries.

## PUBLIC TRAINING PROGRAMS

### INVESTMENT FEE

Per Participant  
The participant's fee is **not inclusive of 6% SST**

PROGRAMS	TICK	DATE	EARLY BIRD RATE	NORMAL DATE	CLOSING DATE OF REGISTRATION  One week before commencement of the course
Critical Thinking & Creative Problem Solving		9-10 Oct	<b>RM 1,600</b>	<b>RM 1,900</b>	
Effective Administrative Skills & Duties		11 Oct	<b>RM 1,200</b>	<b>RM 1,400</b>	
Effective Supervision at Work		12-13 Oct	<b>RM 1,600</b>	<b>RM 1,900</b>	
Efficiency & Effectiveness: Enhancing Performance Through Project Management Skills		18 Oct	<b>RM 1,200</b>	<b>RM 1,400</b>	



### REGISTRATION FORM

Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I have read and accepted the terms & conditions of this registration

#### Participant 1

Name : .....  
Position : .....  
Contact : .....  
Email : .....

#### Participant 2

Name : .....  
Position : .....  
Contact : .....  
Email : .....

#### Participant 3

Name : .....  
Position : .....  
Contact : .....  
Email : .....

Company : .....  
Address : .....  
Tel : ..... Fax : .....

#### Nominating Person

Name : .....  
Position : .....

#### Approving Person

Name : .....  
Position : .....

**Invoice Attention to :** .....

Email : .....

### MRS MANAGEMENT SDN BHD (275222-P)

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The Organizer reserves the right to make any amendments that are deemed necessary in the best interest of the workshops

### TERMS & CONDITIONS

1. Fees are inclusive of programme materials, refreshments, luncheons and certificate.
2. Outstations participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

#### 3. Payment, Confirmation & Admission

An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.

#### 4. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge there to.

#### 5. Cancellation of Participants

For Paid Registration	For Unpaid Registration
30 days before course: Full refund or transferable 14 days before course: Refund minus 15% admin fee or transferable Less than 14 days before course: No refund but transferable No show: No refund and not transferable	30 days before course: No applicable admin fee 14 days before course: 15% admin fee chargeable Less than 14 days before course: Full fees chargeable and transferable No show: Full fees chargeable and not transferable

\*Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

#### 6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

#### 7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the registration data in accordance with the Personal Data Protection Notice posted on [www.trainingprovider.org](http://www.trainingprovider.org). As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.