Reasoning, Problem Solving and Ideation

Do you want to be able to communicate your ideas and vision effectively?
Do you need tools that can ignite your creative thinking abilities?
Do you want to be able to make better ideas that could bring better chances of success?

Introduction
If the answer is "Yes" to all those questions, this programme is for you. It is designed to develop three critical skills that an individual will need to become a successful, winning staff. To become an efficient, creative, out-of-the-box thinker, one must have good and effective communication skills, positive creative thinking to find solutions, analytical problem solving skills to take calculated risks and be able to think and have alternatives to issues/problems.

Albert Einstein once quoted, "It's not that I'm so smart, it's just that I stay with problems longer." Creativity is not something people are born with; it is a living skill. Like any other skill it can be mastered and channelled towards specific goals with incredible results. Today's more and more outstanding organisations acknowledge that critical thinking and creative solutions to problems are key success factors to the organisation. Thus, having the ability to think in a variety of styles and think of creative solutions determines the value of personnel in the organisation.

This programme sharpens the participants skills as a critical thinker and problem solver. They will learn to leverage their personal thinking preferences using tools and techniques based on latest thinking. The workshop has many interesting and fun problem-solving exercises, but the real value is that the participants return with a fresh outlook on organizational problem-solving techniques and are motivated to expand their cognitive horizons.

Workshop Objectives
This workshop aims to:
- Understand creativity and blocks to creativity, and learn some basic techniques to think more creatively
- Explore and define the problem systematically by viewing it from different angles and search for root causes
- Methodically generate ideas and use visual techniques to organise into meaningful logical categories
- Use established problem-solving techniques to search for solutions by maximising idea generation, participation, and creativity
- Plan to implement solutions by scheduling, analysing critical parts of the plan, managing resources and carrying out a requirements analysis

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Learning Outcomes

After completing this program, participants should be able to:
- Choose the right techniques to re-engineer the thinking process from the design thinking
- Translate an abstract idea into something tangible and result oriented
- Propose alternate solutions and results with an out-of-the-box mindset
- Apply a transformed mindset when dealing with problems and providing solutions

Duration

Physical workshop 3 days with 8 hours per day = 24 hours
Virtual workshop 3 days with 8 hours per day = 24 hours

Assessment Techniques

   i.   A Pre and Post-Training Test will be provided before the workshop commences and at the end of the program
   ii. MCQ questions via an online platform will be specifically designed to evaluate the participants' realization of the programme
   iii. This is also to gauge the participant's level of competency upon workshop completion

Who should attend?

Non-managerial, First-line management, middle management, and anyone who aims to solve complex problems collectively together. Solving problems as a group has its own unique issues.

Methodology

- Face to face training OR via a virtual platform for the 12 modules
- Learning via lecture, audio visuals, role-plays, quizzes, activities/games
- Review and Apply Learning Concepts
- Micro Discussions and presentations

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Workshop Outline

Time	Day One
8.45 – 9.00 am	**Ice-breaking & Workshop Introduction**
9.00 – 10.30 am	**Module 1: The Basis of Problem Solving & Creative Thinking (PSCT)** The first module dives into the fundamentals of PSCT which covers 4 different elements. These are the Thinking, Skills, Knowledge, Experience (TSKE), Tools, Tactics, Techniques (3Ts), Methods, Modes, Means (3Ms) and Communications, Styles, Interactions (CSI)
10.30 – 10.45 am	**Pre Test & Score**
10.45 - 11.00 am	**Morning Break**
11.00 am – 1.00 pm	**Module 2: Creative Thinking Skills Development** Next, the participants will get an idea on the Neurological Pathways of a human, how to think outside the box, when to apply instinct and how to develop our intuitions. This is necessary to connect the dots for Creativity and get a fresh Outlook and strive to learn New Ideas Techniques
1.00 - 2.15 pm	**Lunch & solat zohor**
2.15 – 3.30 pm	**Module 3: Key Issues in Communication** This module teaches the participants keys to communicate effectively with those of different profiling behavioural styles in order to help overcome problems with others at the workplace. A profiling assessment is done on the participants. Besides, they will understand the 4 different types of communication quadrants and identify their own personal communication style. They will also develop effective relationships by shifting into positive action method
3.30 – 3.45 pm	**Evening Tea Break**
3.45 - 5.00 pm	**Module 4: Critical Thinking Skills for Creativity** The last module on Day 1 looks into dissecting the Chips for Criticality, breaking down chunks into smaller parts to think on and solve issues. Here the Breakdown and Resultant Analysis activity will take place. Next, the participants will close Day 1 with a Flow Chart Visualization on ideas ideation
End of Day 1	
Time	Day Two
9.00 – 9.15 am	**Warm-up & energiser**
9.15 – 10.45	**Module 5: Ideate: Exploring Ideas & Solutions**

Time	Day Two
am	The first module on Day 2 focuses on idea generation, translating problems into solutions, and exploring a wide variety and large quantity of ideas that go beyond the obvious solutions to a problem. Here Divergent and convergent ideation methods will be explored. They will learn how to apply ideation techniques (e.g. SCAMPER, What if) and tools such as sketches, urgency/prioritization matrix, and idea evaluation matrix
10.45 - 11.00 am	**Morning Break**
11.00 am - 1.00 pm	**Module 6: The Knowledge and Experience Matrix** In this module, the participants will learn on Circle of Core, Secondary and Peripheral Knowledge which will help them generate ideas and enhance their problem-solving skills. They will also acquire knowledge that experience is not proportional to time and quickening experience growth
1.00 - 2.15 pm	**Lunch & solat zohor**
2.15 – 3.30 pm	**Module 7: Powerful Problem-Solving Tools** Participants learn how to do good data collection, run records which are necessary for high speed techniques for process monitoring and data analysis. Among the tools which will be used will be the 80/20 rule (Pareto Analysis), Cause and Effect Analysis and lastly the Scatter Diagrams which is used as a process Parameter Relationship analyser
3.30 – 3.45 pm	**Evening Tea Break**
3.45 – 5.00 pm	**Module 8: Tactical Solutions** The last module on the second day looks at the PDCA cycle. Here the participants learn each step and ideate ideas during each process. For example, at the Plan stage, they will learn the Why, What and How to Plan. At the Do stage, the What and How to Implement, Follow-up, Record and Document will be explored. Next at the Check level, the What, How, When and Where to Check and Result vs. Goal will be discussed. Finally, at the Act stage, they will explore How to Standardise, Communicate, Train and Monitor
End of Day 2	
Time	**Day Three**
9.00 – 9.15 am	**Warm-up & energiser**
9.15 – 10.45 am	**Module 9: Risk and Decision Making** On day 3, the participants will get an idea on how to make Options, Choices and Constraints. This will be helpful for them to manage the Influence of Personal Experience. Besides, Qualitative and Quantitative

	Decision Making will be explained to them to better understand the flow and process involved during priorities, risks and decision making
10.45 - 11.00 am	**Morning Break**
11.00 am - 1.00 pm	**Module 10: Expectations of being Analytical & Innovative** It is essential how to deal with the expectations in innovative and analytical thinking. The participants would understand that expectations and the impact of assumption. In addition, they would learn when to apply assumptions during the analytical thinking process. In addition, the participants would learn how to critically evaluate assumptions
1.00 - 2.15 pm	**Lunch & solat zohor**
2.15 – 3.30 pm	**Module 11: Innovative & Effective Decision- Making** The participants will learn methods in handling stress while making creative and innovative decisions. The Art of Making Decisions, implementing solutions and planning and monitoring will be taught to the participants. After the brainstorming session, they will present their action plans to be implemented immediately in the workplace via the Blue Ocean Strategy CSS model
3.30 – 3.45 pm	**Evening Tea Break**
3.45 – 5.00 pm	**Module 12: Developing the plan into action** This last module sets the defining organisational conflict in terms of how this impact staff's problem-solving culture. Here, the participants will apply techniques to resolve conflicts by developing SMART objectives and a simple hands-on blueprint for the common problems in their individual departments. This blueprint document will be implemented over a period of 90 days to see a better behaviour change
4.45 – 5.00 pm	*Post Test, Score & Group Photo*
End of Workshop	