

DECISION making & Problem SOLVING FOR LEADERS

12 & 13 September 2012 Sunway Putra Hotel, Kuala Lumpur (Formerly Legend Hotel)



The Leadership Challenge



INTRODUCTION

Human performance in decision terms has been the subject of active research from several perspectives. From a psychological perspective, it is necessary to examine individual decisions in the context of a set of needs, preferences an individual has and values they seek. From a cognitive perspective, the decision making process must be regarded as a continuous process integrated in the interaction with the environment. From a normative perspective, the analysis of individual decisions is concerned with the logic of decision making and rationality and the invariant choice it leads to.

Yet, at another level, it might be regarded as a problem solving activity which is terminated when a satisfactory solution is reached. Therefore, decision making is a reasoning or emotional process which can be rational or irrational, can be based on explicit assumptions or tacit assumptions.

Therefore Decision Making can be regarded as the mental processes (cognitive process) resulting in the selection of a course of action among several alternative scenarios. Every decision making process produces a final choice. The output can be an action or an opinion of choice.

Decision making is an essential leadership skill. If you can learn how to make timely, well-considered decisions, then you can lead your team to well-deserved success. If, however, you make poor decisions, your time as a leader will be brutally short.

DEFINITION

The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weight the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.

Problem Analysis vs Decision Making

It is important to differentiate between problem analysis and decision making. The concepts are completely separate from one another. Problem analysis must be done first, then the information gathered in that process may be used towards decision making.

OBJECTIVE

The Seminar intends to give an understanding of the self and the team in problem analysis, evaluation, and dig into workable solutions. This then is followed with the decision making to strategise and turn the action plan into reality. Finally a monitoring methodology needs to be developed to ensure successful implementation and deliverables. The sub-objective is to:

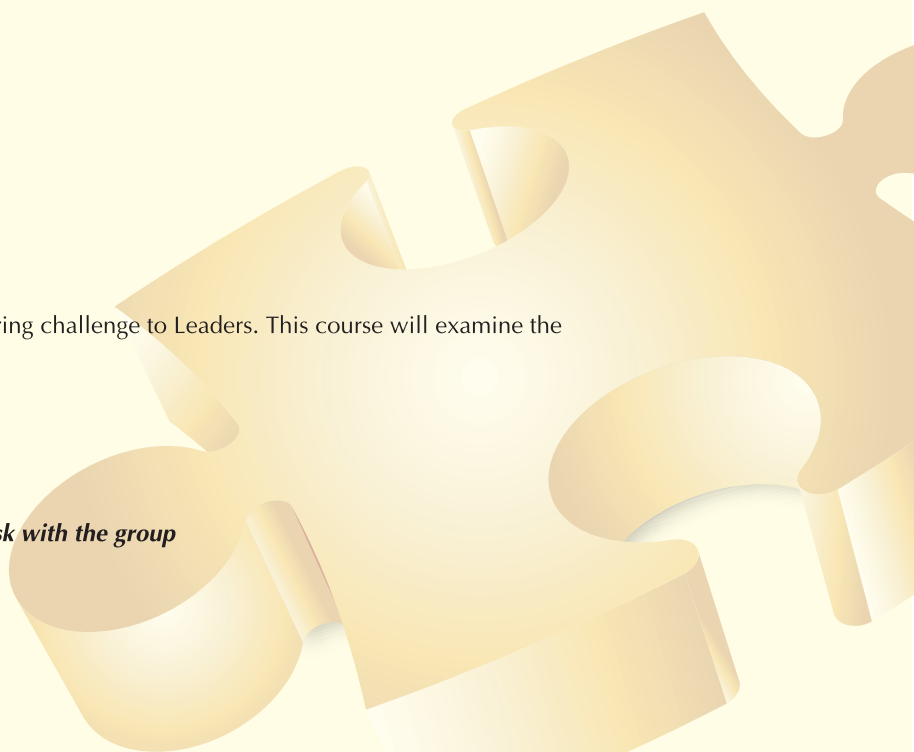
Investigate Problems and Propose Solutions

1. **Understand the Problem**
2. **Devise a Plan**
3. **Carry Out the Plan**
4. **Analyze Data**
5. **Decision Making**
6. **Examine the Solution.**
7. **Strategise the Plan**
8. **Communicate Conclusion**
9. **Sell the Idea**
10. **Act**

THE LEADERSHIP CHALLENGE

Problem solving and Decision Making is an endearing challenge to Leaders. This course will examine the following factors:

- **managing information**
- **setting clear objectives**
- **making the most of resources**
- **managing a budget**
- **establishing and sharing the complete task with the group**
- **strategic planning**
- **the benefits of delegation**
- **decision making**
- **leadership skills**
- **the importance of teamwork**



COURSE CONTENT

DAY 1 9.00am ~ 5.00pm

Session 1

Problem Solving Games

How Good Is Your Problem Solving Skills

Exercise & Evaluation

How Good Is Your Decision Making Skills

Exercise & Evaluation

Session 2

Understanding Leadership Challenges

12 Effective leadership Roles

10M+ 10L+ 8I= Power of 28

Motivating & Building Great Teams

Nine Roles of a Team Leader

Factors that influence Team Motivation

Being A Team

Session 3

Think Strategically:

What is Strategy

The Art to Strategic Thinking

Approaches to Strategic Thinking

Changing Strategy Into Action

Session 4

Testimony of Success

Discussion

Video Clip

Discussion

DAY 2 9.00 am ~ 5.00pm

Session 5

Getting The Best Out Of People:

Working in Full Capacity

Maintaining Enthusiasm

Recognition the Key

Cultural Environmental Motivator

Keeping in the Loop

Session 6

Solving Problems And Making Effective Decisions.

Creative Problem Solving.

Techniques To Develop Solutions.

The Classic Approach.

Situational Approach.

Techniques For Fast Evaluation.

Psychological Aspects Of Decision Making.

Roadblocks To Problem Solving.

Case Study: Google's 10 Golden Rules.

Session 7

The Plan of Action

Evaluating the Plan of Action

Obstacles You May Encounter

Simulating the Solution / Plan of Action

Sorting out the Best Solutions.

Communicating and Selling the Decision.

Facing Management Challenges and Handling Them.

Successful Implementation

Evaluating the Success of Your Solution

Monitoring to Determine Deliverables.

Session 8

Conclusion

- **Mental models**
- **Personal mastery**
- **Systems thinking**
- **Shared vision**
- **Team learning.**

The Seminar will cover over two days which will include Lectures, Games, Testimonial, Case Studies, Video Clips, Group Sessions and Personal Evaluation of Skills.

SPEAKER PROFILE

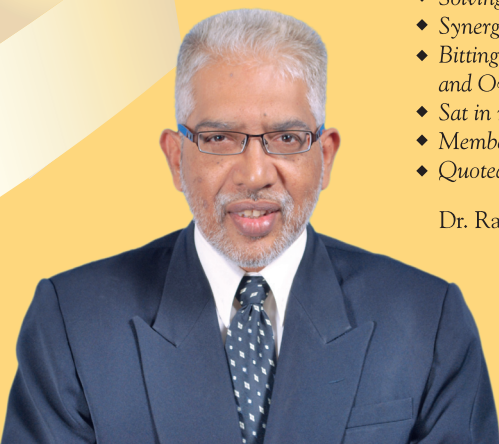
DR. RAVINDRAN ARTHUR PAUL (RAVI PAUL)

An active member of the Asian Institute of Management, Philippines and Malaysia Institute of Management. He has conducted various seminars and always been a guest speaker in leadership, teambuilding, change management and process improvement implementation, as well as conducting workshops around the Asian region.

Formerly the General Manager of Human Resources Development and later as the General Manager of Management Information Technology in Felcra Bhd, and retired as the Vice President of Management Services. Served in Felcra for 32 years. Felcra Bhd is one of Malaysia's key government linked company. He has successfully attributed the following task;

- ◆ *Ineffectiveness of the Examination System for Promotion in the RMAF (Royal Malaysian Air Force).*
- ◆ *Comparative study in Managing a High Security Prison and a Minimum Youth Correctional Institution.*
- ◆ *Solving Logistics Problems for Scattered Plantation using MRP/DRP/LRP and JIT.*
- ◆ *Synergetic Expansion of the Plantation Business in Felcra*
- ◆ *Bitting the Bullet In Setting Up E-Business Infrastructure for Govt. owned companies in Malaysia and Overseas*
- ◆ *Sat in numerous committees for Management Improvement in different organizations.*
- ◆ *Member Of the University of Malaya Senate from 1981 to 2000.*
- ◆ *Quoted in International Who's Who (1998-2000)*

Dr. Ravindran Paul has spoken in the last 20 years at numerous public and private corporations throughout Malaysia, Singapore and Indonesia. His notable clients include Kementerian & Jabatan Kerajaan, Affin Bank Berhad, Bank Rakyat, Perodua Malaysia, Petrosains, Malaysia LNG (Bintulu), TNB Fuel, INTAN, Proton, Felcra, JKR, Suruhanjaya Koperasi Malaysia, Institut Penyelidikan Perubatan, Pusat Sains Negara, KPJ Specialist Hospital, Petronas Management Training Sdn Bhd & Sunway Education Group Sdn Bhd.



REGISTRATION FORM

PARTICIPANTS

DESIGNATION

EMAIL

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| 1. | | | |
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ORGANISATION

CORRESPONDING ADDRESS

CONTACT PERSON

SIGNATURE

TEL

FAX

EMAIL

TERMS & CONDITIONS

- | | |
|--------------------------|---|
| 1. FOR PRIVATE SECTOR | - The organisers reserve the right to stop any registered delegate from taking part in the event if no proof of payment or an undertaking letter is presented. |
| 2. FOR GOVERNMENT SECTOR | - A Local Order (LO) or Letter of Approval to participate must be presented before or during the event. |
| 3. CANCELLATION POLICY | - For any cancellations, kindly inform the secretariat in writing / fax 3 days before the event, otherwise the conference fees will be billed. Replacement will / can be accepted. No refund for cancellation made after 10 September 2012 . |
| 4. REGISTRATION FEE | - RM1,650.00 per delegate. Fees to include Lunch, Refreshments and Workshop materials / documentation) |
| 5. GROUP DISCOUNT | - A RM100.00 Discount will be given to group registration of Five (5) or more from the same organisation (same time and same billing source). |
| 6. PAYMENT MODE | - All Bank Draft / Local Order / Cheques must be crossed and made payable to WORLDWIDE CORPORATE RESOURCES SDN BHD |
| 7. BANK TRANSFER | Bank - Maybank Berhad Account Name - Worldwide Corporate Resources Sdn Bhd Account No - 5140 5717 4708 |

All enquiries must be forwarded to:-

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HRDF CLAIMABLE

The Fee is Claimable from HRDF under SBL Scheme (Subject to HRDC Policies and Procedures)