

Creative Problem Solving and Decision Making

MEDIUM : Cantonese
FEE : HK\$3,480

COURSE CODE : CPSDM DURATION : 1 Day
EARLY BIRD : HK\$3,180

21 March, 2018 (Wed)

We are continuously confronted with problems that require us to make appropriate decisions. Why is it that some people find it easy to solve tough problems with simple solutions while others find this feat nearly impossible? Some problems are more complex, like deciding how to prioritize our work, or understanding why a process failed and deciding what to do about it; these require a rational and creative approach to problem solving.

You've no doubt looked at solutions to problems and said, "I should have thought of that." But you didn't. The answer is not just because of the sense of creativity, although that certainly helps. Rather, the power to find these creative solutions lies in our ability to search for and find facts that relate to the situation, and put them together in ways that work. **In this workshop, we will cover the important thinking approaches. After understanding the thinking mechanisms, we will provide you with methods and tools that you will practise during the sessions that can help you at work or in life.**

After attending this program, participants will be able to :

1. Increase awareness of problem solving steps and problem solving tools.
2. Distinguish root causes from symptoms to identify the right solution for the right problem.
3. Apply logical and creative approaches to solving problems and making decisions
4. Improve problem solving and decision making skills by identifying individual problem solving styles.
5. Think creatively and work towards creative solutions.
6. Recognize the top ten rules of good decision-making.

Methodology The course uses a mix of *interactive techniques, presentation by consultant and participants, group discussion and reflection, practice and case study.*

Target Audience Managers, supervisors and administrators who will benefit from better problem solving and decision making skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and decisions.

Course Outline

1. What is Problem Solving?

- What problem solving and decision making means
- Different types of decisions, the difference between facts and information and common decision making traps.

2. Problem Solving Styles

- Four (4) types of problem solvers with identification of their strengths and weaknesses, and how to use that knowledge to become better problem solvers.

3. Six (6) steps in Problem Solving Cycle

- Six (6) steps that can apply to most problems with application to the business situations.

4. The Problem Solving Toolkit

- Problem solving tools with a *case study* in a *large group discussion*.

5. Thinking Outside the Box

- *Discuss* ways to encourage creative thinking, including brainstorming and the random word method.

6. Decision Making Case Study

- *Work* on problems in *small groups* to solve the real business cases

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
March 2018								
2	Mar-07	Coaching and Mentoring Skills	NEW CMS	1	HK\$3,480	HK\$3,180 Feb 9, 2018	Feb 14, 2018	C/E
	Mar-08	Customer Service Skills	NEW CSS	1	HK\$3,480	HK\$3,180 Feb 9, 2018	Feb 14, 2018	C
	Mar 8-9	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980 Feb 9, 2018	Feb 14, 2018	C/E
3	Mar-15	Personality Styles in Team Communication	NEW PST	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C/E
	Mar-15	Leadership Skills Workshop	NEW LSW	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C
	Mar-16	Win-Win Negotiation Skills	NEW WINWIN	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C
	Mar-16	Time Management for Worklife Balance	Revised TWLB	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C/E
4	Mar-21	Creative Problem Solving and Decision Making	NEW CPSDM	1	HK\$3,480	HK\$3,180 Feb 23, 2018	Feb 28, 2018	C
April 2018								
2	Apr-10	Personal Branding and Professional Image	NEW PBPI	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C
	Apr-11	Storytelling for Effective Presentation	NEW SEP	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C
	Apr-12	Effective Communication and Interpersonal Skills	ECIS	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C/E
	Apr-13	Interviewing Skills to Recruit the Right Candidate	ISW	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C/E
3	Apr-19	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Mar 17, 2018	Mar 22, 2018	C/E
	Apr-20	Influencing Skills to Power Up Persuasion	NEW IFSW	1	HK\$3,480	HK\$3,180 Mar 17, 2018	Mar 22, 2018	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



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Call Miss Mak at:
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