

Problem Solving & Decision Making



A 2-days intensive course by

Dzul Karnain Musa

... drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

Who Should Attend?

- ✓ Head of Departments
- ✓ Managers, Senior Managers
- ✓ Assistant Managers
- ✓ Executives, Supervisors
- ✓ Anyone who is new to, or will soon be in, a Supervisory or Management role.

We solve problems and make decisions everyday.

..... Are you doing it the right way?

..... Do you get the results you expect?

Problem solving & decision-making are important skills for business and life. Both are closely linked, and each requires creativity in identifying and developing options.

This is an interactive workshop with numerous group activities, exercises & group discussions.

Upon completion of the program, participants will gain confidence to move ahead with the skills and complete understanding of

- Procedures to follow to solve problems & resolve conflict.
- Guidelines for practical decision making.



For more information, please contact

IDC TRAINING HOUSE SDN BHD

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HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

PROBLEM SOLVING & DECISION MAKING



Good decision-making requires a mixture of skills:

- ✓ creative development,
- ✓ identification of options,
- ✓ clarity of judgment,
- ✓ firmness of decision, and
- ✓ effective implementation.

You'll learn to

- ◆ Understand specifically what a problem is.
- ◆ Recognize & Define a problem or a potential problem.
- ◆ Understand the steps to be taken to resolve a problem & make a decision.
- ◆ How to analyze the problem to determine its cause.
- ◆ Identify & Remove the cause of problems.

To personalize the program with a view to increasing learning and productivity, participants are encouraged to apply the theory learned to real life problems being experienced presently or past in their respective jobs.

Topics to Be Covered

- ✓ Identifying problems and conflict in the workplace
- ✓ How to solve a problem and make a decision
- ✓ Creativity in problem solving and decision making
- ✓ The decision making process
- ✓ Using the fishbone chart as a problem solving tool
- ✓ The 5 Whys
- ✓ Guidelines for practical decision making
- ✓ What to do if you've made a poor decision
- ✓ The dangers of unresolved conflict

Courses by Dzul Karnain

- ✓ Elevate Yourself & Your Team in Retail Management
- ✓ Excellent Customer Service Skills
- ✓ Problem Solving & Decision Making
- ✓ Supervisory Development Skills

Trainer's Background



Mr. Dzul Karnain, an excellent communicator and business coach drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

Dzul is a very experienced practitioner, providing customized learning solutions and training for business to increase productivity and profitability, through performance management, leadership and team development.

He brings with him a wealth of experience gathered from his previous job responsibilities that includes:-

- ✧ Positions held as Director of Customer Service / Associate Director / Regional Compliance Controller.
- ✧ Reporting directly to CEO & Retail Operations
- ✧ Managing the total operational staff strength of over 1,200 personnel including Branch, Warehouse Managers and 8 Regional Controllers.
- ✧ Meeting and negotiating with top level government officials including at ministerial level.

Dzul's approach to training and consulting are practical and results-oriented. It is filled with ideas and skills that are customized to provide a catalyst to dramatic improvement in all areas of human resource performance. He is able to share his experiences to achieve greater heights in developing and grooming successful leaders.

Some of his **corporate clients** include Melewar Sdn Bhd, Bank Simpanan Nasional, Jabatan Kebajikan Wanita, Biotech Corporation Sdn Bhd and Universiti Malaya (Komersial Unit)