

The Art of Systematic Problem Solving & Decision Making

7 – 11 June 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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Ref: 36194_15203 **Date:** 7 – 11 June 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

The Art of Systematic Problem Solving & Decision Making Overview:

This course is meticulously designed to empower professionals with the art and science of systematic problem solving and decision making. Over the duration, participants will delve into identifying irregularities, dissecting problems through various analytical lenses, and crafting innovative solutions. Key methodologies such as the Correction Tingle Identify, Analyze, Solve, Ishikawa Fishbone Diagram, Pareto Rule 80/20, Root Cause Analysis, and the 5 Whys approach will be explored in depth. Additionally, creative and strategic thinking frameworks such as Divergent vs. Convergent Thinking, Lateral Thinking, the SCAMPER Approach, and De Bono's Six Thinking Hats will be covered. This course combines theory with practical application, ensuring that participants leave with a robust toolkit for addressing and solving complex challenges in their professional environments.

Target Audience:

- Senior Managers
- Team Leaders
- Process Improvement Specialists
- Operational Staff
- Project Managers
- Strategic Planners

Targeted Organizational Departments:

- Operations
- Quality Assurance
- Human Resources
- Strategic Planning
- Project Management

Targeted Industries:

- Manufacturing
- Healthcare
- IT and Software Development
- Financial Services
- Logistics and Supply Chain

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Course Offerings:

By the end of the course, participants will be able to:

- Systematically identify and define problems using the Correction Tingle.
- Apply Ishikawa and Pareto analyses for problem dissection and prioritization.
- Conduct thorough Root Cause Analysis and employ the 5 Whys for deeper insights.
- Utilize Poka Yoke for creating error-proof processes.
- Generate innovative solutions using Divergent and Convergent Thinking.
- Apply Lateral Thinking and the SCAMPER Approach for creative problem-solving.
- Make informed decisions quickly with insights from Thinking Fast and Slow.
- Facilitate effective team discussions and decisions using De Bono's Six Thinking Hats.

Training Methodology:

This course employs a blend of case studies, group work, interactive sessions, and practical exercises to ensure a comprehensive learning experience. It emphasizes real-world application of concepts, encouraging participants to engage actively and reflect on their learnings. The use of diverse methodologies ensures that all types of learners are engaged and able to apply the concepts in their professional lives.

Course Toolbox:

Participants will receive:

- Workbooks and reading materials for deep dives into key concepts.
- Access to online resources for continued learning post-course.
- Checklists and templates for implementing frameworks like Ishikawa and Pareto Analysis.
- Practical guides for the SCAMPER Approach and Six Thinking Hats.

Course Agenda:

Day 1: Foundations and Identifying Problems

- **Topic 1:** Introduction to Systematic Problem Solving & Decision Making
- **Topic 2:** Defining Irregularities and Problems in the Workplace
- **Topic 3:** The Correction Tingle: Identify, Analyse, Solve Methodology
- **Topic 4:** Implementing the 5S Approach for Organizational Efficiency
- **Topic 5:** Running Diagnoses: Continuous Improvement and Monitoring

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Day 2: Problem Analysis Techniques

- **Topic 1:** Dissecting Reasons with Ishikawa Fishbone Diagram
- **Topic 2:** Applying the Pareto Rule 80/20 for Prioritizing Issues
- **Topic 3:** Introduction to Root Cause Analysis for In-Depth Problem Solving
- **Topic 4:** The 5 Whys Approach: Peeling the Layers of a Problem
- **Topic 5:** Exploring the Concept of "5 Wives One Husband" in Problem Analysis

Day 3: Mistake Proofing and Preventive Measures

- **Topic 1:** Poka Yoke: Principles of Mistake Proofing
- **Topic 2:** Advanced Techniques in Poka Yoke for Process Improvement
- **Topic 3:** Integrating 5S and Poka Yoke for Operational Excellence
- **Topic 4:** Case Study: Successful Implementation of Poka Yoke in Industry
- **Topic 5:** Workshop: Designing a Poka Yoke Solution for a Real-World Problem

Day 4: Deep Dive into Root Cause Analysis and Ishikawa

- **Topic 1:** Mastering Root Cause Analysis: Tools and Techniques
- **Topic 2:** Advanced Ishikawa Diagram: Beyond the Basics
- **Topic 3:** Linking Root Cause Analysis with Ishikawa for Comprehensive Insights
- **Topic 4:** Group Exercise: Applying RCA and Ishikawa to Workplace Scenarios
- **Topic 5:** Discussion: Overcoming Challenges in Root Cause Identification

Day 5: Integrating Learning and Developing Solutions

- **Topic 1:** Recap: From Identifying Problems to Analyzing Root Causes
- **Topic 2:** Divergent and Convergent Thinking in Solution Development
- **Topic 3:** Applying Lateral Thinking to Break Out of Traditional Mindsets
- **Topic 4:** Workshop: Creating Innovative Solutions with SCAMPER and Six Thinking Hats
- **Topic 5:** Action Planning: Applying Course Learnings to Your Professional Context

How This Course is Different from Other Personal & Self-Development Training Courses:

"The Art of Systematic Problem Solving & Decision Making" stands out by offering a holistic approach to problem-solving and decision-making, blending traditional analytical techniques with innovative thinking methodologies. Unlike other courses, it provides participants with a comprehensive toolkit, enabling them to tackle complex problems in a structured yet creative manner. The course's emphasis on practical application ensures that participants can immediately apply their learnings in their professional environment, leading to tangible improvements in their decision-making and problem-solving capabilities.