



## CREATIVE THINKING, PROBLEM SOLVING AND DECISION MAKING

SEPTEMBER 21-22, 2022 | 9.00AM – 5.00PM | REMOTE ONLINE LEARNING VIA ZOOM

### OBJECTIVES

- Evaluate ideas objectively and solve problems more effectively and make dramatically better decisions
- Explore real-world examples of why critical thinking is so important in business
- Practice critical thinking skills to generate ideas and solutions
- Choose the right techniques to recognise assumptions, evaluate arguments and draw conclusions
- Identify 8 barriers to effective critical thinking and ways to spot a weak argument
- React with curiosity instead of emotion and get a roadmap for developing your critical thinking skills
- Transform your thinking into practical business solutions and turn existing problems into opportunities
- Focus on pinpointing problems, identifying root causes and their outcomes
- Apply proven techniques to improve systems, products and processes for greater productivity

### CONTENTS

- Recognising the Value of Using Critical Thinking in Business
- A Critical Thinking Process
- Applying Critical Thinking Tools and Skills in Business Situations
- Problem Solving Process
- Techniques for Analysing Environment
- Techniques for Identifying Problems – Testing Probable Causes
- Individual Techniques for Generating Alternatives
- Group Techniques for Generating Alternatives
- Deploying Your Decision and Decision Analysis
- How to Implement Parallel Thinking
- How to Use the 6 Thinking Hats

### WHO SHOULD ATTEND?

All who want to learn to be a solution provider for their companies and to be able to provide creative input/ideas at the workplace.

Date : September 21-22, 2022  
Time : 9.00am – 5.00pm  
Venue : Remote Online Learning via Zoom  
Fees : FMM Members – RM 1,060 per participant  
Non-Members – RM 1,272 per participant  
(inclusive of 6% service tax)

(Fees include course materials and Certificate of Attendance)

**Each participant must have their own,  
individual equipment for online meeting with  
strong internet connection.**

### FACILITATOR

**Ms. Rachel Khor** is a Certified NLP Trainer, PSMB Certified Trainer & a Certified Hypnotherapist. Besides being an EQ Trainer, she is also a Master Trainer in Customer Service, Communication & Negotiation Skills trained in USA & Australia. She has honed & fine-tuned her training skills & techniques over a period of 18 years of varied business experiences as well as running her own event management company. She holds a degree in Business Studies from the University of Bradford (UK). She is a Master Trainer in Mind Mastery, Silva Mind Method, Mind Frame Techniques, Edward De Bono's Creativity & Lateral Thinking courses. She is also trained in various areas of Leadership & Stephen Covey's Habits of Highly Effective People. She is a keen practitioner of Mind Mapping & Mind Power strategies by Tony Buzan. She is also trained in Sales Dog Training, Millionaire Mindset & Guerrilla Business Intensive. She has been coached & trained with some of the best world class trainers, business gurus, leading coaches & entrepreneurs including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale (hypnotic marketing), Jose Silva, Burt Goldman, among many others. She uses all her training & knowledge in neuro linguistics programming, hypnotherapy, laws of attraction, mind mastery, principles of success, science of getting rich, psychology, human behaviour analysis, coaching, counseling & years of training to deliver the RESULTS DESIRED EVERY TIME. She is also backed by 18 years of top management corporate experience & exposure having worked for both public organisations as well as private companies in Australia, UK, Singapore, Indonesia, Thailand & Malaysia. Rachel is an extremely creative, dynamic, charismatic, humorous & versatile trainer who has fantastic rapport with the participants she trained with excellent communications skills. She always receives rave reviews & excellent ratings from the participants she trained. She achieves this by ensuring her training is relevant, highly interactive, exciting, stimulating & inspiring - made fresh with new ideas & concepts. Her Unique Selling Point is her creative approach to training & her ability to make the training unique, enjoyable yet rewarding & practical with easy to understand as well as easy to practise techniques, strategies & tactics. What she teaches can be immediately applied back at the office for immediate results. She mixes no nonsense pragmatic information with creative mind power & mindset changing strategies to make the course powerful & results oriented.

**For further enquiries, please contact:**

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# REGISTRATION FORM

## CREATIVE THINKING, PROBLEM SOLVING AND DECISION MAKING

SEPTEMBER 21-22, 2022 (WEDNESDAY-THURSDAY)

REMOTE ONLINE LEARNING VIA ZOOM

FMM Institute Selangor (SST No: W10-1901-32000105 | CO ID: 475427W\_SELANGOR)

Email: [siti\\_nazihah@fmm.org.my](mailto:siti_nazihah@fmm.org.my) / [azrini@fmm.org.my](mailto:azrini@fmm.org.my)

Tel: 03-55692950/4471/4171

Please register the following participant(s) for the above programme:

1. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

2. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

3. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

(If space is insufficient, please attach a separate list)

### Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No **5-62106-64719-2**

Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_