

A LDI Training WEBINAR

CREATIVE THINKING PROBLEM SOLVING and DECISION MAKING

by
Ir. Hendrik Siltonga, CITD

Introduction

The future of successful organizations is often determined by the quality and impact of the decisions made by their leaders and professionals. Understanding how best to solve problems and make decisions is essential. The skills needed to accomplish this involve learning to find the "real problem," separating symptoms from causes, and implementing sound, creative decisions to enhance the positive impact of the outcome. This course will examine:

- The overall process for making decisions & solving problems
- Identifying the root cause of the problem
- The importance of using models
- Getting the ideas out and prioritizing them
- How to implement decisions and solutions
- Using assessment data to solve problems and make decisions

What You'll Learn

- How problems get solved and decisions get made
- Using root-cause analysis to determine why the problem exists
- Specific models to guide successful efforts
- Techniques to increase the quantity of solution ideas while eliminating roadblocks
- How to focus on the importance of ideas through prioritization techniques
- Assessing the potential impact of a solution
- Using techniques to balance the positive and negative impact of solutions
- The need to be right and its impact on flexibility
- Factors affecting acceptance of solutions and decisions

Course Outline

Introduction

- Learning Path

What are Problems

- Define Problems
- Good and Bad Problems

Whole Brain Approach

Problem-Solving Map

- Identify Problem
- Precise & Concise
- Gather Facts
- Generate Possible Causes
- Apply Learning to Your Job

Problem Analysis

- The basic the problem solving techniques
- Advance problem Analysis
- Choose the right analytical tools to solving problems

Risk Analysis

- Risk identification
- Tools and techniques
 - System Diagrams
 - Cause & Effect Diagrams
 - SWOT Analysis
 - PEST Analysis
 - Cash Flow Forecasting with Spreadsheets
 - USP Analysis
- Portraying risk analysis results (numerical, ranking, and graphical methods)

Making Decisions

- Clarify Purpose
- Make Decisions by Using Decision Tools :
 - Pareto Analysis
 - Decision Trees
 - Cost/Benefit Analysis
- Evaluate Alternatives

What is Creativity

- Why the need for creativity
- 5 Steps in Achieving Creativity

Creative Thinking Techniques

- Apply Learning to Your Job

Putting Problem-Solving and Creativity Together

Who Should Attend

This course benefits everyone. Project leaders, managers, supervisors, team leaders, engineers, geologists, maintenance personnel, safety specialists, accountants, auditors, lawyers, purchasing and logistics people, contracts employees and HR personnel will find this course to be very important.

DELIVERY METHOD

This is an online training delivered using virtual via the Zoom application interactively, between participants and facilitator through:

- **Presentation of Concept**
- **Discussion**
- **Practice**
- **Sharing and Case Study**

DAILY HOURS

Session 1 → 09:00 – 10:30

Break → 10:30 – 10:45

Session 2 → 10:45 – 12:00

Break → 12:00 – 13:00

Session 3 → 13:00 – 14:00

Session 4 → 14:00 0 15:00

About Instructor

Ir. Hendrik Silitonga, CITD is a dynamic and high-impact speaker who has extensive training experience in the oil industry, manufacturing, telecommunication, banking sector and many more.

He received Certificate in Training and Development (CITD) from Institute of Personnel and Development (IPD) of London, UK and he is also an Instructor's License of Dale Carnegie.

Such matter above supported by 20 years of good work experience, participating in many courses and seminars in Indonesia and other countries and his last profession as General Manager at one of the major banks in Indonesia

Hendrik Silitonga is currently holding the position of a Senior Trainer of LDI Training.

REGISTRATION INFORMATION

Webinar Date: February 8 – 11, 2021

Tuition : IDR 6,000,000 Per person

Two ways to enroll:

1. Enroll online at www.lditraining.com
2. Email your enrollment message to LDI Training at lditrain@indo.net.id

For more information please contact to:

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