

A Live Online Course

# PROBLEM SOLVING, DECISION MAKING AND CREATIVE THINKING

by

Ir. Hendrik Silitonga, 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.

At the end of this training, participants will be able to solve problems systematically, make the right decisions, and to think creatively.

Here are what you will learn in this training:

- The process for making decisions & solving problems
- The use of models to solve problems and make decisions
- Using root-cause analysis to determine why the problem exists
- Techniques to increase the number of solution ideas while eliminating road blocks
- 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
- Implementing decisions effectively
- How to think creatively

## Course Outline

### 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 problem-solving techniques
- Advance problem Analysis
- Choose the right analytical tools for 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, and HR personnel will find this course to be very important.

## **Course Delivery**

- This online course will be delivered via Zoom in Bahasa Indonesia.
- The workshop consists of presentations, exercises and discussions.
- Each participant needs to prepare a PC to join this program.
- Participants will receive course material in the form of a hard copy and a soft file which will be delivered to the participant's address via a courier.
- Participants will receive a certificate after the training.
- Training time is from 9:00 to 15:00 WIB

## **About The Instructor**

Ir. Hendrik Silitonga, CITD is a dynamic and high-impact speaker who has more than 25 years of extensive training experience in the oil industry, manufacturing, telecommunication, and banking sector.

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

As a Senior Trainer of LDI Training, Hendrik Silitonga has trained thousands of professionals in various industries and companies for more than 20 years.



### **Two ways to enroll:**

1. Enroll online on [www.lditraining.com](http://www.lditraining.com)
2. Email your enrollment message to PT Loka Datamas Indah at [lditrain@indo.net.id](mailto:lditrain@indo.net.id)

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**PT. Loka Datamas Indah**

**Telephone:** +62 21 6326911  
**E-mail** : [lditrain@indo.net.id](mailto:lditrain@indo.net.id)  
**Website** : [www.Lditraining.com](http://www.lditraining.com)