

## An LDI Training Course

# PROBLEM SOLVING and DECISION MAKING

by  
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### Introduction

Every day at work, we have problems to solve and decision to make. The quality of our decisions will determine the quality of our future. Therefore, it is crucial that everyone in an organization should be able to solve problems correctly and make the right decisions.

In attending this course, participants will be able find the "real problem," separating symptoms from causes, and make sound decisions to enhance the positive impacts of the outcome.

### 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

### **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
- Decision-making Tools
  - Pareto Analysis
  - Decision Trees
  - Cost/Benefit Analysis
- Evaluate Alternatives

#### **Creativity**

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

### **Who Should Attend**

This course will benefit 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 useful.

## About Instructor



**Ir. Hendrik Silitonga, CITD**  
**Senior HR Trainer and Coach**  
**Instructor's License of Dale Carnegie**

### WORKING EXPERIENCED

- |   |  |
|---|--|
| ❖ PT BerechtanIndotama                  | : Asisten Perencana                            |
| ❖ PT PrajayadiTrimuda                   | : Manager Perencanaan                          |
| ❖ PT Dasindo Media                      | : Managing Direct Sales, Marketing.            |
| ❖ Bank Bali                             | : General Manager                              |
| ❖ PT Bima Nusa                          | : Senior Konsultan Perencanaandan Pengembangan |
| ❖ PT RancangDinamikaPotensia            | : Chief Executive                              |
| ❖ PT. Loka Datamas Indah (LDI Training) | Senior Trainer                                 |

### KOMPETENSI :

- LEADERRSHIP SKILL
- MANAGERIAL SKILL
- AS CONSULTANT
- AS COACH
- AS TRAINER
- AS ADVISOR

### TRAINER OF PROGRAM :

- |   |   |
|---|---|
| • Assertiveness VS Aggressive                   | • Effective Working Habits                            |
| • Building Character Ethic                      | • How to Make Interesting Presentation                |
| • Change Management                             | • Leadership  |
| • Continues Improvement                         | • Managing Conflict at Work                           |
| • Corporate Culture                             | • Negotiation to Win-win                              |
| • Creative Problem Solving                      | • Public Speaking Skills                              |
| • Creative Thinking And Decision Making         | • Supervisory Skills                                  |
| • Delivering Service Excellent                  | • Team Building                                       |
| • Dynamic Interpersonal & Communication Skills. | • The art of Delegation, Coaching & Counseling Skills |
| • Effective Speaking and Confidence Building.   | • Time Management                                     |

**For course registration and more information please email to**

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