LDI TRAINING
"Leading Edge Courses for Professionals" ™

An LDI Training Course

CREATIVE THINKING, PROBLEM SOLVING and DECISION MAKING

Presented 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.

What You'll Learn

- 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 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
- Implementing decisions effectively
- How to think creatively

Course Outline

Introduction

- The 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 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 Shoul 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.

Methodology

- The workshop consists of presentations, assessments, discussions, and group activities.

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 good job experience, following many courses and seminars in Indonesia and another country and his last profession as General Manager at some of big company of the Bank

Hendrik is currently holding the position of a Senior Trainer of **LDI Training** and he certified to conduct its courses.

Training Confirmation

LDI Training will provide a Confirmation Letter after we receive registration according to the required quota..

This course is presented by LDITraining.

For information about LDI Training please visit www.lditraining.com
If you have any question about our courses, please email your enquiry to lditrain@indo.net.id or contact to: 021- 6326911 / 0811 812857

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