LDI TRAINING
"Leading Edge Courses for Professionals" ™

An LDI Training Course

PROBLEM SOLVING and DECISION MAKING

by
Ir, Hendrik Silitonga, CITD

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

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

SAPTO RAHARD