

Creative Thinking, Problem Solving and Decision Making

Course Overview

This interactive two-day online program is designed to equip participants with the essential creative thinking, problem-solving, and decision-making skills required to thrive in today's rapidly evolving work environment. Drawing on proven frameworks used by Malaysian training institutions, the course covers foundational principles—including convergent and divergent thinking, lateral thinking (e.g. de Bono's Six Thinking Hats), root cause analysis, and structured decision-making tools.

Participants will first explore creativity barriers, thinking styles, and ideation techniques. Building on this, they will practice systematically analyzing problems using models like PDCA and DMAIC, then generate and evaluate potential solutions with practical tools such as brainstorming, SCAMPER, mind mapping, Pareto and fishbone diagrams. Finally, the course will guide participants through decision-making frameworks—like force field analysis and decision matrices—to confidently select and implement optimum solutions.

This online format encourages learning through presentations, breakout discussions, case simulations, and action planning, enabling participants to immediately apply insights to their work contexts.

Course Objectives

ARGI Elevating Careers, Empowering Futures

By the end of the program, participants will be able to:

1. Understand thinking styles and overcome barriers to creativity
 2. Apply creative ideation techniques to generate multiple solution options
 3. Use structured problem-solving models (e.g., PDCA, DMAIC) to define and analyze root causes
 4. Select and apply relevant problem-solving and decision-making tools
 5. Employ decision-making frameworks (decision matrix, force field analysis) to choose optimal solutions
 6. Translate solutions into practical action plans and monitor outcomes
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Individual Benefits

- Enhanced creative thinking skills for ideation and innovation
 - Greater confidence in diagnosing and addressing workplace problems
 - Improved decision-making capabilities supported by structured tools
 - Boosted problem-solving efficiency and clarity
 - Stronger adaptability in dynamic business scenarios
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Organisational Benefits

- A workforce equipped to identify and solve problems creatively and effectively
 - More consistent use of structured problem-solving and decision-making methods
 - Stronger innovation culture underpinned by systematic ideation processes
 - Faster resolution of business challenges and improved operational performance
 - Enhanced collaboration and communication across teams during problem-solving
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Target Audience

- Executives, managers, and supervisors across functions
 - Team leaders, project managers, and innovation officers
 - HR, operations, quality, and middle-management professionals
 - Anyone responsible for identifying challenges, generating ideas, making decisions, or driving improvements
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Methodology

- Live instructor-led sessions via online platform
- Interactive presentations and facilitator-led discussions
- Breakout group activities and case-based simulations
- Hands-on exercises using problem-solving and decision-making tools
- Individual reflection and group sharing
- Action-planning with templates for workplace application

Duration

2 Days (9:00 AM – 5:00 PM online)



Course Content

Below is the detailed module breakdown:

Time	Day 1: Creative Thinking & Problem Definition	Day 2: Problem Analysis, Solution & Decision Making
09:00–10:30	Introduction & Thinking Styles - Convergent vs divergent thinking - Barriers to creativity (e.g., mental blocks)	Structured Problem-Solving Models - PDCA, DMAIC overview
10:45–12:30	Creative Ideation Tools - Brainstorming, mind mapping, SCAMPER	Root Cause Analysis Techniques - Fishbone, 5 Whys, Pareto
13:30–15:15	Lateral Thinking & Six Thinking Hats - de Bono's Hats in practice	Generating & Evaluating Solutions - Solution ideation and evaluation tools
15:30–17:00	Idea Exercise & Reflection - Breakout ideation session - Group presentation and feedback	Decision-Making Tools & Simulation - Force field, decision matrix, action plan simulation