

## 2 – DAY

# THINKING OUTSIDE THE BOX, PROBLEM SOLVING & DECISION-MAKING SKILLS

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## INTRODUCTION

- Would you like to learn to handle work problems confidently and be quick to generate practical solutions when problems arise?
- Would you like to think out of the box and come out with creative approaches?
- Would you like to learn to prevent fire-fighting, be more flexible and proactive?
- Would you like to think out of the box and come out with creative approaches?
- Would you like to come out with new ideas that give you results?

If you answer YES, then this course is for you!

This course focuses on 3 main issues - CREATIVITY/THINKING OUTSIDE THE BOX, PROBLEM SOLVING AND DECISION MAKING. They are designed to help you devise creative and desirable solutions to problems, spot opportunities that you might otherwise miss. Many of the techniques introduced here have been used by great thinkers to drive their creativity, innovativeness and problem-solving abilities.

## METHODOLOGY

- Expert Input, Demonstrations and Presentations
- Practical Hands On Sessions and Role Play (Breakout Rooms)
- Stress Busters and Energizers
- Alpha/Theta Music, Visualization, Guided Imagery
- Mental Spring Cleaning and Clearing Techniques
- Mind-Body Connection and Exercises
- Relaxation and Feel Good Activities
- NLP Tools and Strategies
- Brainstorming and Sharing Sessions
- Manual, Workbook, Notes and Hand Outs

## COURSE OBJECTIVES

By the end of this course, you will be able to:

- Generate creative, out of the box ideas and solutions
- Transform your creativity into practical business solutions
- Turn existing problems into opportunities for growth
- Apply proven thinking techniques to anticipate problems and to analyze the environment
- Leverage on your creative strengths to pinpoint problems, identify cause and effect
- Produce and generate the solutions and outcomes required
- Apply specific techniques to evaluate and select new ideas/alternatives generated
- Learn to analyze and assess risks, probabilities and impact of options selected
- Harvest the results of your creative thinking in order to increase the output, spell out useful new ideas and design ways forward

## WHO SHOULD ATTEND?

All managers, executives, supervisors, all support staff, admin personnel, sales, marketing, customer service, front desk, PR, technical staff, engineers, production staff, QA staff - ALL staff who wants to learn to be a solution provider for their companies and to be able to provide creative input/ ideas at the workplace

# PROGRAM OUTLINES

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## MODULE 1: THINKING OUTSIDE THE BOX - LIGHT AT THE END OF THE TUNNEL

- Define thinking outside the box, creativity and lateral thinking
- Experience an unlearning to get the job done
- Access creativity and imagination where all the important answers live
- If you always do what you always did, you will get what you always got
- Videos: discussion on creativity and thinking outside the box

## MODULE 2: BRAIN DOMINANCE AND SEEKING SOLUTIONS/ ANSWERS/IDEAS

- Understand the human bio computer - brain (CPU); mind (software); beliefs, values and attitude (operating system); submodalities/inner five senses (keyboard)
- Activate the creative part of the brain that focuses on solutions
- Discover brain frequencies and subliminal music/sounds
- BONUS: 2 subliminal CDs given absolutely free to activate creativity and total health/wellness easily, effortlessly, effectively

## MODULE 3: CREATIVITY PROCESS - WHAT HAS TO HAPPEN

- Define and frame boundaries, framework and constraints - clarity is power!
- Collect, collate and organize data and information
- Incubate to change brain frequency to stimulate thinking
- Thinking about the issue constantly
- Experience the Eureka moment when the idea hits unexpectedly
- Develop and implement the idea/solution generated
- Activity on Incubation; eliminating barriers to creativity and innovation

## MODULE 4: ESSENTIAL INGREDIENTS AND STEPS THAT STIMULATE INNOVATION AND CREATIVITY

- Creating an environment in which creativity can flourish
- How to avoid group think and “same old ideas”
- Key to spurring creativity - practicing flexibility and adaptability
- Triggering imagination with “What If” and “Wishful Thinking” techniques
- Explore and identify the 12 key requirements to spark creativity
- 5 Key Techniques will be mastered through a series of activities, games, group work and presentation

## MODULE 5: CARRYING OUT THOUGHT EXPERIMENTS - PROVOCATION AND THINKING OUTSIDE THE BOX

- Provocation technique, the only way to think outside the box - suspend judgment with provocative statements
- Provocation strategies automatically leads to Blue Ocean Strategy
- Utilizing 5 unique tools and techniques to activate provocation and to truly think outside the box
- Master the technique of Visualization and Guided Imagery
- Experiential Activity: a combination of visualization, imagination, pictures, colors, subliminal music and movement to think outside the box

## MODULE 6: TECHNIQUES TO ANTICIPATE PROBLEMS AND TO ANALYSE THE ENVIRONMENT

- What constitutes the environment?
- Learn to compare, contrast, connect and combine
- Determine the deviation and gap
- Identify and resolve strengths and weaknesses
- Anticipate opportunities, possibilities, limitations and threats
- Activity: Bring your work problems to the workshop so that you can produce ideas and results with 3 techniques

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## MODULE 7: TECHNIQUES TO RECOGNIZE AND IDENTIFY PROBLEMS - TESTING PROBABLE CAUSES

- Root Cause Analysis - 5 Why Diagram and 5W1H to determine cause and effect
- Undertake comparative analysis, examine correlations, determine causal relationships
- Explore the problem from various angles/ viewpoints and to generate different perspectives
- Determine the 20% fundamental causes that will resolve 80% of the problem and to choose the most important changes to make
- Group Project: effective techniques to help you identify, pinpoint and confirm problem areas, where the problems are coming from

## MODULE 8: TECHNIQUES TO GENERATE ALTERNATIVES AND SOLUTIONS REQUIRED

- Use a variety of tools and techniques to generate the solutions and outcomes required
- Apply a technique which involves breaking the problem into smaller parts and to seek alternative solutions to these parts - a good tool for incremental innovations in a product/service
- Use SCAMPER to stimulate and trigger thinking, ideas and outcomes required
- Learn 2 techniques to solve complex and complicated problems
- Group Project: practical techniques to help you generate alternatives and obtain the solutions required

## MODULE 9: TECHNIQUES TO ASSESS RISKS AND ITS IMPACT

- Work on a practical approach to map your organization's business processes
- Create a diagram or chart to determine a course of action or show a statistical probability
- Probability and Impact Matrix to aid in prioritizing risks and the high probability/ likelihood of occurring which will have a high impact on the project objectives
- Weigh the expected risks and rewards to arrive at an optimal statistical design for it based on the trade-offs involved
- Group Project: excellent techniques to help assess risks and its impact

## MODULE 10: TECHNIQUES TO ANALYZE AND MAKE DECISIONS

- Analyse the alternatives and results generated
- Choose among alternatives for organizational benefit and maximum buy-in
- Assign weight to objectives to make the best decision
- Create a satisfaction scale to choose between alternatives
- Group Work: brainstorming, discussion and presentation