



## **EFFECTIVE PROBLEM-SOLVING SKILLS THROUGH INNOVATION, CRITICAL AND CREATIVE THINKING TRAINING**



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

**Course Title:** Effective Problem-Solving Skills Through Innovation, Critical and Creative Thinking Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training provides participants with practical tools and structured approaches to strengthen their ability to solve workplace problems using innovation, critical thinking and creative thinking techniques. It helps participants analyse problems accurately, generate new ideas, evaluate options objectively and apply innovative solutions to real operational challenges. Through practical exercises, group activities and scenario-based workshops, participants will gain the confidence and skills needed to make better decisions, drive improvement and support organisational performance.

## **OBJECTIVE(S):**

- Strengthen creative and critical thinking for effective problem-solving.
- Apply analytical techniques to identify problems accurately.
- Use creative tools to generate innovative ideas and solutions.
- Perform root cause analysis using structured methods.
- Apply decision-making frameworks to evaluate and select options.
- Overcome common mental blocks and cognitive biases.
- Improve teamwork and solution co-creation.
- Apply innovation-driven thinking to real workplace challenges.

**TARGET GROUP(S):**

- All employees
- Supervisors and team leaders
- Managers and executives
- Continuous improvement teams
- Administrative, technical and operational staff
- Anyone involved in solving problems or making decisions

**ENTRY REQUIREMENT(S):**

- Able to read, write and communicate verbally in Malay/English

**TOPIC(S):**

1. Introduction to Innovation, Critical and Creative Thinking
2. Understanding Problems and Barriers to Effective Solutions
3. Creative Thinking Tools (SCAMPER, Mind Mapping, Brainstorming)
4. Critical Thinking Skills and Analytical Methods
5. Root Cause Analysis Techniques (5 Why, Fishbone Diagram, RCA)
6. Decision-Making Frameworks and Evaluation Tools
7. Generating and Selecting Innovative Solutions
8. Applying Problem-Solving Frameworks to Real Cases

**LIST OF REFERENCE BOOK(S):**

- Creative and critical thinking references
- Innovative problem-solving and decision-making manuals
- Continuous improvement and organisational development guides

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- RCA worksheets and innovation tools

**METHODOLOGY(S):**

- Lecture
- Case studies
- Group discussions
- Hands-on activities
- Scenario-based workshops

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Innovation, Critical and Creative Thinking Concepts
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 2: Problem Identification and Barriers
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 3: Creative Thinking Tools (SCAMPER, Brainstorming, Mind Map)
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 4: Critical Thinking and Analytical Methods

## TRAINING SCHEDULE

### Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Root Cause Analysis Tools (5 Why, Fishbone Diagram, RCA)
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 6: Decision-Making Models and Evaluation Techniques
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 7: Generating and Selecting Innovative Solutions
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 8: Application Workshop – Solving Real Workplace Problems