



## **CREATIVE THINKING FOR EFFECTIVE PROBLEM SOLVING AND DECISION MAKING 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:** Creative Thinking for Effective Problem Solving and Decision Making Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training provides participants with practical tools and techniques to enhance creativity, strengthen analytical thinking and improve the quality of decisions made in the workplace. The program introduces structured and creative problem-solving models, critical thinking methods, brainstorming tools, root cause identification techniques and decision-making frameworks that help teams generate innovative solutions and choose the best options. Participants will learn how to overcome mental blocks, think more strategically, view problems from multiple perspectives and apply creativity to real workplace challenges. Through hands-on exercises, group discussions and scenario-based activities, participants gain the confidence and capability to identify problems accurately, explore alternative solutions and make well-justified decisions that support organisational performance and continuous improvement.

## **OBJECTIVE(S):**

- Strengthen creative and critical thinking abilities.
- Apply structured problem-solving techniques.
- Identify root causes using systematic tools.
- Generate innovative ideas through creative thinking methods.
- Evaluate options and make sound decisions.
- Overcome mental blocks and bias in decision making.
- Improve team collaboration and solution generation.
- Apply creativity to real workplace problems.

MTBM Group Sdn. Bhd. (1600656-M)

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

**TARGET GROUP(S):**

- All employees
- Supervisors and team leaders
- Managers and executives
- Process improvement teams
- Customer service and operational staff
- Anyone involved in decision making or problem solving

**ENTRY REQUIREMENT(S):**

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

**TOPIC(S):**

1. Introduction to Creative Thinking and Workplace Problems
2. Barriers to Creativity and Methods to Overcome Them
3. Creative Thinking Techniques (Brainstorming, Mind Mapping, SCAMPER)
4. Critical Thinking and Analytical Approaches
5. Problem Identification and Root Cause Analysis
6. Decision-Making Frameworks and Evaluation Tools
7. Generating Solutions and Selecting the Best Options
8. Applying Creative Solutions in Real-Life Scenarios

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

- Creative and critical thinking guides
- Decision-making frameworks and problem-solving references
- Continuous improvement and organisational effectiveness materials

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

- LCD projector
- Computer
- Whiteboard and accessories
- Flip chart and accessories
- Problem-solving worksheets and creativity tools

**METHODOLOGY(S):**

- Lecture
- Group discussions
- Case studies
- Role-play
- Hands-on activities and creative exercises

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to Creative Thinking and Problem Types
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 2: Barriers to Creativity and How to Overcome Them
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 3: Creative Thinking Tools – Brainstorming, SCAMPER, Mind Mapping
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 4: Critical Thinking and Analytical Mindset

## 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: Problem Identification and Root Cause Analysis
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 Solutions and Selecting the Best Options
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 8: Application Workshop – Solving Real Workplace Cases