



**FMM INSTITUTE**

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development

*Thinking Outside The Box* -

# CRITICAL PROBLEM SOLVING & DECISION MAKING

*This program is structured into six learning modules; each designed to build specific skills and culminate in actionable outcomes. Components are sequenced to progress from foundational concepts to advanced applications, with a final module dedicated to action planning.*

## TARGET AUDIENCE

Professionals, mid-level managers, and teams seeking to enhance creative problem-solving and decision-making skills.

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



## ADMINISTRATIVE DETAILS

Date	: <b>July 1 - 2, 2026</b> (Wednesday-Thursday)
Time	: <b>2 Days (9:00 am - 5:00 pm)</b>
Venue	: <b>FMM Institute, Johor Branch</b> No. 1 & 3, Jalan Kencana Mas 1/1, Tebrau Business Park III, 81100 Johor Bahru, Johor
Fees	: <b>RM 1,215.00 (FMM Member)</b> <b>RM 1,350.00 (Non member)</b> <small>The fee inclusive Service Tax at 8% (SST No: W10-1901-32000105)</small>
Closing Date	: <b>June 17, 2026 (Wednesday)</b>
Training Provider	: <b>FMM Institute Johor</b> <b>MYCOID: 475427W_JOHOR</b>



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## Course Contents

### MODULE 1 : FOUNDATIONS OF CREATIVE THINKING

- Lecture : Psychology of creativity, cognitive biases (e.g; confirmation bias), and real-world examples of innovative problem-solving (e.g; business case studies).
- Interactive Discussion : Participants share experiences of routine vs.creative approaches.
- Activity: "Reverse Assumptions" Exercise (15 minutes) - Groups list assumptions about a common workplace issue (eg.customer complaints) and brainstorm opposite approaches to spark creativity.

### MODULE 2 : CREATIVE PROBLEM-SOLVING TECHNIQUES

- Workshop : Introduction to SCAMPER (Substitute, Combine, Adapt, Modify, Put to another use; Eliminate, Reverse) and mind mapping.
- Activity : Brainstorming Challenge (45 minutes) - Teams apply SCAMPER or mind mapping to a sample scenario (e.g; improving team productivity).
- Group present one idea and receive peer feedback.

### MODULE 3 : CRITICAL PROBLEM ANALYSIS

- Lecture : Root cause analysis tools (e.g; 5 Whys, Fishbone Diagram) and critical thinking framework.
- Activity : Case Study Analysis (45 minutes) - Teams analyze a business challenge (e.g; declining sales) using Fishbone Diagram, identifying root causes and proposing initial solutions.

### MODULE 4 : DECISION-MAKING FRAMEWORKS

- Lecture : Overview of frameworks like SWOT Analysis, Decision Trees, and Pros-Cons-Interesting (PCI)
- Activity : Group Decision Challenge (60 minutes) - Teams tackle a simulated scenario (e.g; allocating limited resources in a crisis) using PCI or Decision Trees. Debrief on biases and decision quality.

### MODULE 5 : ADVANCED CREATIVE PROBLEM-SOLVING AND COLLABORATION

- Lecture : Advanced techniques like Lateral Thinking (Six Thinking Hats) and Design Thinking principles for empathetic solutions.
- Activity : Innovation Lab (60 minutes) - Teams apply advanced tools to real-work problems identified in Day 1 homework, prototyping solutions on whiteboards or digital tools.
- Activity : Collaborative Decision Simulation (45 minutes) - Full-group simulation of a complex dilemma (e.g; market entry strategy), integrating diverse ideas and voting on solutions. Debrief on consensus-building.

### MODULE 6 : ACTION PLANNING FOR REAL-WORLD APPLICATION

- Workshop : Guided action planning using SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound). Participants select one key technique or framework (e.g; SCAMPER, Decision Trees) to apply to a current work challenge.



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## THINKING OUTSIDE THE BOX - CRITICAL PROBLEM SOLVING & DECISION MAKING

**JULY 1 - 2 , 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH**

FMM Institute (475427-W)

**Puan Sabrina / Pn. Astri / Pn. Ain**

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Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618

Please tick accordingly:

Fees:  **FMM Member: RM 1,215.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

**Non Member: RM 1,350.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,

Please register the following participant (s) for the above programme:

**(To be completed in BLOCK LETTERS)**

1.Name:	IC No:	Nationality:
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Designation:	Email:	Mobile No.:
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2.Name:	IC No:	Nationality:
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Designation:	Email:	Mobile No.:
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*(if space is insufficient, please attach a separate list)*

### Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

**We hereby confirmed that (please tick accordingly):**

We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

**Tin No. : C10626805080**

**BRO No. : 475427-W**

**SST No. : W10-1901-32000105**

**Submitted by:**

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Designation: \_\_\_\_\_ Tel No: \_\_\_\_\_ Moblie No: \_\_\_\_\_

Company: \_\_\_\_\_ Address: \_\_\_\_\_

Tin No. : (Company Tax Number) \_\_\_\_\_ Business Registration No. (New/Old) \_\_\_\_\_ SST No (If Applicable): \_\_\_\_\_

Company Stamp & Signature: \_\_\_\_\_ Date: \_\_\_\_\_