



CREATIVE THINKING, PROBLEM SOLVING AND DECISION-MAKING

OBJECTIVES

- Evaluate ideas objectively and solve problems more effectively and make dramatically better decisions
- Explore real-world examples of why critical thinking is so important in business
- Practice critical thinking skills to generate ideas and solutions
- Choose the right techniques to recognise assumptions, evaluate arguments and draw conclusions
- Identify 8 barriers to effective critical thinking and ways to spot a weak argument
- React with curiosity instead of emotion and get a roadmap for developing your critical thinking skills
- Transform your thinking into practical business solutions and turn existing problems into opportunities
- Focus on pinpointing problems, identifying root causes and their outcomes
- Apply proven techniques to improve systems, products and processes for greater productivity

COURSE CONTENT

- Recognising the Value of Using Critical Thinking in Business
- A Critical Thinking Process
- Applying Critical Thinking Tools and Skills in Business Situations
- Problem Solving Process
- Techniques for Analysing Environment
- Techniques for Identifying Problems – Testing Probable Causes
- Individual Techniques for Generating Alternatives
- Group Techniques for Generating Alternatives
- Deploying Your Decision and Decision Analysis
- How to Implement Parallel Thinking
- How to Use the 6 Thinking Hats

ADMINISTRATIVE DETAILS

Date : April 6 – 7, 2026

Time: 9.00am – 5.00pm

Venue: Level 2, FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Fees : FMM Members – RM 1,350.00 per participant
Non-Members – RM 1,560 per participant

(inclusive of 8% service tax)

(Fees include course materials, Meals and Certificate of Attendance)

TRAINER PROFILE

Ms. Rachel Khor is a Certified NLP Trainer, PSMB Certified Trainer & Certified Hypnotherapist. Besides being a EQ Trainer, she is also a Master Trainer in Customer Service, Communication & Negotiation Skills trained in USA & Australia. She has honed & fine-tuned her training skills & techniques over a period of 18 years of varied business experiences as well as running her own event management company. She holds a degree in Business Studies from the University of Bradford (UK). She is a Master Trainer in Mind Mastery, Silva Mind Method, Mind Frame Techniques, Edward De Bono's Creativity & Lateral Thinking courses. She is also trained in various areas of Leadership & Stephen Covey's Habits of Highly Effective People. She is a keen practitioner of Mind Mapping & Mind Power strategies by Tony Buzan. She is also trained in Sales Dog Training, Millionaire Mindset & Guerrilla Business Intensive. She has been coached & trained with some of the best world class trainers, business gurus, leading coaches & entrepreneurs including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale (hypnotic marketing), Jose Silva, Burt Goldman, among many others. She uses all her training & knowledge in neuro linguistics programming, hypnotherapy, laws of attraction, mind mastery, principles of success, science of getting rich, psychology, human behaviour analysis, coaching, counseling & years of training to deliver the RESULTS DESIRED EVERY TIME. She mixes no nonsense pragmatic information with creative mind power & mindset changing strategies to make the course powerful & results oriented.

WHO SHOULD ATTEND

All who want to learn to be a solution provider for their companies and to be able to provide creative input/ideas at the workplace.

For further inquiries please contact:

Siti Nazihah /Azrini
FMM Institute Selangor & Kuala Lumpur Branch
Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346
Email: siti_nazihah@fmm.org.my /
azrini@fmm.org.my
Visit us at: www.fmm.edu.my / www.fmm.org.my

Get **10% DISCOUNT** if you send 3 or more participants for the same programme!



REGISTRATION FORM

CREATIVE THINKING, PROBLEM SOLVING AND DECISION-MAKING

April 6-7, 2025 (Monday-Tuesday)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | COID: (475427W_SELANGOR)

Email: siti_nazihah@fmm.org.my/ azrini@fmm.org.my

Tel: 03-5569 2950/4471/4171

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

1. Name	Designation	Email
---------	-------------	-------

Nationality	IC/Passport No.
-------------	-----------------

2. Name	Designation	Email
---------	-------------	-------

Nationality	IC / Passport No.
-------------	-------------------

(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 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme 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 programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

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

We will NOT BE CLAIMING from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name:

Designation:

Email:

Company:

FMM Membership No. :

My Corporate Identity No.:

Company Address:

Tel No.:

Fax No.:

Date: