



# PROBLEM SOLVING AND DECISION MAKING

**KUMPULAN SASARAN**  
Kakitangan Tenaga Nasional Berhad (TNB)

**HARI / TEMPOH MASA**  
**3 Hari**

## HURAIAN KURSUS

A problem is the gap between where one is and where one should be. Our challenge is normally to find the correct causes in order to reduce or eliminate the gap. This course enables participants to analyze the problems rationally and thoroughly, minimize the gap, provide possible solutions and generate appropriate action plans to resolve the problem. This course is blended with years of experience producing a hybrid of problem solving and decision making tools and techniques. "Learning by doing" is a basic principle adopted in this training. The emphasis of this training is for the participants to apply the tools during the workshop and continuously in managing the daily tasks thereafter.

## OBJEKTIF KURSUS

Di akhir program ini peserta kursus akan dapat:

- Given the PSDM tools, participants will be able to:
- Look at a systematic approach to :
- analyse problems
- make decisions and
- avoid future problems
- Ask questions systematically

## KANDUNGAN KURSUS

Program Methodology	Duration	MODUL
<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Group discussion</li> <li>• Simulation</li> <li>• Presentation with video recording</li> </ul>	Day 1	<p><b>Thinking Process</b></p> <ul style="list-style-type: none"> <li>What is a process?</li> <li>The thinking process</li> <li>The questioning process</li> <li>Effective questioning</li> <li>The thinking outcome</li> <li>Discovery Case Exercise</li> </ul> <p><b>Situation Analysis</b></p> <ul style="list-style-type: none"> <li>Identify Concern</li> <li>Setting priority</li> <li>Plan next step</li> <li>Plan Involvement</li> </ul> <p><b>Practice # 1</b></p>
	Day 2	<p><b>Problem Analysis</b></p> <ul style="list-style-type: none"> <li>Problem definition</li> <li>Identify possible causes</li> <li>Evaluate possible causes</li> <li>Confirm true cause</li> <li>Problem solving case</li> <li>Case Study</li> </ul> <p><b>Practice # 2</b></p> <p><b>Questioning Skills</b></p> <p><b>Decision Analysis</b></p> <ul style="list-style-type: none"> <li>Clarify purpose</li> <li>Evaluate alternative</li> <li>Assess risks</li> <li>Make decision</li> </ul> <p><b>Practice # 3</b></p>

**TEMPAT LATIHAN**  
TNB ILSAS

**YURAN**  
RM1,950/Pax

## PEGAWAI UNTUK DIHUBUNGI

**Nurhanis Abd Hamid**

019-480 1984

hanis.hamid@tnb.com.my

**Jaslina Hamid**

03-8922 7357

jaslinah@tnb.com.my



Energy Industry  
Award 2011 -  
Training  
Provider  
Excellence



Human Resource  
Minister Award  
2007 Winner - Best  
Training Provider  
Category



Jalan IKRAM-UNITEN, 43650 Bandar Baru  
Bangi, Selangor, Malaysia.  
Phone: +603-89227222  
Fax: +603-89264437  
Email: infoILSAS@tnb.com.my  
Web: www.tnbilsas.com.my  
FB: www.facebook.com/tnbilsas

## HOW TO APPLY?

For TNB staff: Log On to People Matters

**"Better Learning Brighter Solutions"**



# PROBLEM SOLVING AND DECISION MAKING

**KUMPULAN SASARAN**  
Kakitangan Tenaga Nasional Berhad (TNB)

**HARI / TEMPOH MASA**  
3 Hari

**TEMPAT LATIHAN**  
TNB ILSAS

**YURAN**  
RM1,950/Pax

**PEGAWAI UNTUK DIHUBUNGI**

**Nurhanis Abd Hamid**  
019-480 1984

hanis.hamid@tnb.com.my

**Jaslina Hamid**  
03-8922 7357

jaslinah@tnb.com.my



Energy Industry Award 2011-  
Training Provider Excellence



Human Resource Minister Award  
2007 Winner - Best Training Provider Category



**HURAIAN KURSUS**

A problem is the gap between where one is and where one should be. Our challenge is normally to find the correct causes in order to reduce or eliminate the gap. This course enables participants to analyze the problems rationally and thoroughly, minimize the gap, provide possible solutions and generate appropriate action plans to resolve the problem. This course is blended with years of experience producing a hybrid of problem solving and decision making tools and techniques. "Learning by doing" is a basic principle adopted in this training. The emphasis of this training is for the participants to apply the tools during the workshop and continuously in managing the daily tasks thereafter.

**OBJEKTIF KURSUS**

Di akhir program ini peserta kursus akan dapat:

- Given the PSDM tools, participants will be able to:
- Look at a systematic approach to :
- analyse problems
- make decisions and
- avoid future problems
- Ask questions systematically

Program Methodology	Duration	MODUL
<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Group discussion</li> <li>• Simulation</li> <li>• Presentation with video recording</li> </ul>	Day 3	<p><b>Potential Problem/Opportunity Analysis</b></p> <p>Identify potential problem Identify likely causes Take preventive action Plan contingent action Set triggers</p> <p><b>Practice # 4</b></p>