

THINKING OUTSIDE THE BOX (TOB) & PROBLEM SOLVING SKILLS

*Unleashing Creativity to
Obtain Solutions & Attain the
Results Desired*

**“The enterprise that does not
innovate inevitably ages & declines.
And in a period of rapid change such
as the present, an entrepreneurial
period, the decline will be fast”**

Peter Drucker



**This highly inspiring, innovative &
stimulating course is also available
IN-HOUSE. Claimable under HRDF.
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LEARNING OBJECTIVES & OUTCOMES

This course provides you with the opportunity to apply techniques taught:

- ✚ Practice creative thinking methods to generate ideas & solutions
- ✚ Leverage on your creative strengths & transform your TOB ideas into practical business solutions
- ✚ Turn existing problems into opportunities for growth
- ✚ Apply proven TOB techniques to pinpoint problems, identify root causes, improve systems/products/processes & achieve outcomes
- ✚ Learn to spot opportunities, generate alternatives & use relevant models
- ✚ Real-world practice: opportunity spotting/solution generating
- ✚ Select & make the best decision given the specific situation
- ✚ Harvest the results of TOB to increase output/productivity, generate useful ideas, improve performance & design ways forward

PEAK SUCCESS ABUNDANCE SDN BHD (1104937-T)

Unit 6, Tkt 3, Blok B, Pusat Perdagangan Taman Dagang,
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Tel: 03-42703064 H/P: 012-6170560/017-8739633/0165488336

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COURSE OUTLINE FOR 2 DAYS

THINKING OUTSIDE THE BOX - LIGHT AT THE END OF THE TUNNEL

- ✚ Getting the job done - an unlearning
- ✚ **If you always do what you always did, you will get what you always got**
- ✚ Key to spurring the imagination - learn to think
 - ✓ fluidly - generating a quantity of ideas
 - ✓ flexibly - generating unconventional ideas

Videos on Creativity & TOB: Discussion & Presentation

CREATIVITY & TOB PROCESS - WHAT HAS TO HAPPEN

- ✚ Defining boundaries, framework & constraints
- ✚ Collecting data & information
- ✚ Incubation & mental imagery
- ✚ Thinking about issue constantly
- ✚ Eureka - when idea hits you unexpectedly
- ✚ Development & implementation

Experiential Activity: Visualization, Pictures, Music & Movement

14 STEPS TOWARDS STIMULATING A CREATIVE ENVIRONMENT

- ✚ Avoid groupthink
- ✚ Spur the imagination - techniques & triggers include brainstorming, challenging assumptions, idea generating questions, combining/piggyback, connecting, associating, incubating, working with metaphors while having fun!

Master These Steps Through Group Creative Thinking Activities & Games

CARRYING OUT THOUGHT EXPERIMENTS - PROVOCATION

Deliberately make ridiculous statements (Provocations) in which something taken for granted about the situation is not true. Statements need to be ridiculous to shock minds out of existing ways of thinking. Suspend judgment & use that statement to generate ideas. Provocations give original starting points for creative thinking & TOB.

Video: Blue Ocean Strategy - Reflect, Discuss, Evaluate

READY TO USE CREATIVE PLATFORMS & MIND POWER GAMES

Interesting activities to stimulate & awaken immense creativity. Remove common barriers to creativity to apply various creativity tools. Work using challenges in your own organization. **Bring your work problems to the workshop to produce ideas & results you can use back at your office.**

2 HIGH IMPACT, EXCITING & REWARDING GAMES

Stimulate creativity & really think outside the box - fun, fast paced, revealing

Learning games specially designed to bring out the following qualities & expertise:

- ✚ Creativity, brainstorming & problem solving skills
- ✚ Lateral thinking - looking at problems from various angles
- ✚ Innovation & innovativeness
- ✚ Determining what the customer wants/outcome
- ✚ Presentation - persuasion & influence

Debriefing & Time Out: Lessons Learnt that Can be Applied Back at Work

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PUT INTO PRACTICE: MASTER THESE 4 KEY TECHNIQUES WELL

Free Association - Random Word/s & Picture/s

Visioning/Wishful Thinking, Reversal/Opposite Thinking; Absence Thinking

CREATIVE PROBLEM SOLVING PROCESS (CPS)

- ✚ Recognition: What is it? (storing & retrieving)
- ✚ Concepts: Putting things into groups (recognizing & linking)
- ✚ Possibilities: What could it be? (put forward a possibility)
- ✚ Judgment: Does this match? (operation of human thinking)
- ✚ Analysis: What are the parts? (break down into smaller sections)
- ✚ Comparison & Choice: What is different & what is the same?
- ✚ Analysis: Environment, Recognize & Identify Problem Or Opportunity
- ✚ Generate Alternatives, Implement Solutions & Control Results

TECHNIQUES FOR ANALYZING ENVIRONMENT

- ✚ Determining the deviation & gap

Camelot - Compare & Contrast Against Ideal

Benchmark - Compare & Contrast Against Others/No. 1

Metaphors/Analogy

SWOT Analysis - Consider From Internal & External Basis

TECHNIQUES FOR IDENTIFYING PROBLEMS - TESTING PROBABLE CAUSES

- ✚ **Root Cause Analysis** - 5 Why Diagram & 5W 1H
 - ✚ **Fishbone/Affinity Diagrams** - define effect/problem, identify causes & sort ideas into useful categories
 - ✚ **Reframing Matrix** - generating different perspectives
 - ✚ **Picture Stimulation** - draw picture of problem
 - ✚ **Pareto Analysis** - choosing the most important changes to make
- Team Project & Exercises Using Real Work Problems**

INDIVIDUAL TECHNIQUES FOR GENERATING ALTERNATIVES

Attribute Listing; Back to the Customer; SCAMPER

Exercise: Select Your Technique - Analysis, Evaluation & Presentation

GROUP TECHNIQUES FOR GENERATING ALTERNATIVES

Brainstorming; Lotus Blossom; Storyboarding; Reframing Matrix

Pin Card/Gallery Method, Process Mapping

Group Projects - Brainstorming, Discussion & Presentation

DEPLOYING YOUR DECISION & DECISION ANALYSIS

- ✚ Ensuring organizational benefit
- ✚ Choosing among alternatives
- ✚ Assigning weight to objectives in order to make the best decision
- ✚ Creating a satisfaction scale to choose between alternatives

3 Techniques: Cost-Benefit Analysis, Grid Analysis, 6 Thinking Hats

HOW TO IMPLEMENT PARALLEL THINKING?

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The Six Thinking Hats Method

- 👉 white hat: information, data, facts & figures
- 👉 red hat: intuition & feelings
- 👉 black hat: cautions & downsides
- 👉 yellow hats: benefits & values
- 👉 green hat: creative ideas & alternatives
- 👉 blue hat: managing the thinking process

Simulation: 6 Hats - When, Where, What, Why, How

MIND MAP THE 2-DAY LESSONS - STRATEGIES, TOOLS & TECHNIQUES!

WHO SHOULD ATTEND - A MUST FOR ALL!

All managers, executives, supervisors, all support & admin personnel, sales & marketing, customer service & front desk, PR, technical staff, engineers, production staff, QA staff - **ALL** who wants to learn to be a solution provider for their companies & to be able to provide creative input/ ideas at the workplace

COMPREHENSIVE MANUAL & WORKBOOK

A practical, easy to read yet thorough set of notes for the participants. It is wonderfully & carefully written with relevant & humorous pictures. It is **content-rich** but **summarized** for easy reading & follow through. **This Is Rachel Khor's Special Gift To The Participants As A Fantastic Takeaway After The Training.**

TRAINING METHODOLOGY

Accelerated Learning Technique based on 4Ps: Preparation, Presentation, Practice, Performance

To make the training effective & thought provoking yet lively & entertaining, the trainer utilizes a combination of various training methodologies including a combination of expert input plus practical sessions:

- 👉 Group Discussions, Presentations, Video Clips
- 👉 Brainstorming Sessions, Practical Hands On Sessions
- 👉 Group Exercises, Demonstrations, Games, Activities
- 👉 Creative Music, Visualization, Notes & Hand Outs



COURSE TRAINER - RACHEL KHOR

- Certified Master Performance Coach (ICF Approved)
- From DC Psychology International & American Institute of Business Psychology
 - Certification in Colored Brain Communication
 - Certification in Human Drivers & Motivation
 - Certification in Dynamic Speaking
 - Certification in Curriculum Development
- Certified Trainer in Emotional Quotient
- Trained with Master Cheng Hung Yeh in Truth of Emotions Through Movements, Energy Dance (Body, Mind & Soul), Language Communication

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- Certified Trainer PSMB (Ministry of Human Resources Malaysia)
- Certification in Neuro Linguistic Programming (NLP)
- Certification in Hypnotherapy from London College of Clinical Hypnosis (LCCH)
- Attended course on Silva Life System in Mind Development & Stress Control
- Studied & Did Research on Creativity, Innovation, Lateral Thinking, Problem Solving, Positive Thinking, Mind Mastery, Law of Attraction, Visualization, Self Fulfilling Prophecy, Affirmation

Rachel Khor is currently the **Principal Trainer & Chief Learning Strategist** with Peak Success Abundance Sdn Bhd as well as an experienced entrepreneur & businesswoman.

She is a **Master Trainer** in Creativity & Thinking Outside The Box, Problem Solving Skills, Master Your Mind, Emotional Intelligence & Emotional Drivers, Success Tools & Colored Brain, Communication, Negotiation, Peak Performance, Goal Setting, Positive Work Attitude, Leadership & Sales Warriors.

She has undertaken training, consultancy & facilitation projects with various companies, both private & public sectors. She is a sought after Learning & Development Strategist, People Developer, Trainer, Coach & Mentor. Her training incorporate effective evaluation methods, powerful techniques of varied disciplines & practical tools for all her learning solutions.

Driven by a passion for delivering awesomeness, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical & up to date information, deliver time tested methodologies & conduct interactive sessions - all are formulated to achieve results like never before.

Her **determination & speed in producing training solutions** is one of the key reasons her clients keep coming back to her over & over again. Her research, knowledge & experience made Rachel Khor in the front line within her profession.

She loves people development - during her high impact training sessions she is committed, dynamic & outcome driven. **She utilizes Accelerated Training methodologies to inspire change & fast results.** She trains with her personal brand of positivity, charisma & focus which greatly motivates her participants to achieve greater heights of achievement.

Participants have described her sessions as inspiring, thought provoking, energetic & easy to understand.

During her sessions, her ability to be **neutral, non-judgmental, supporting the group & upholding its wisdom** has allowed her to effectively extract participation in a magical way.

Based on the belief that every individual has a core genius & the ability to soar given the right opportunity; Rachel's training methodology breaks limiting beliefs, overcomes obstacles & cultivates trust across cultures.

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Rachel receives rave reviews/excellent ratings due to her dynamism, knowledge & fantastic rapport with her participants. She achieves this by ensuring her training is **relevant & solution based - always updated with new ideas, strategies & techniques.**

SATISFACTION GUARANTEED!



RACHEL'S CLIENTS INCLUDE...

Leighton Offshore, Petronas, Sarawak Energy, Shell, Talisman, BNM, Kementerian Kewangan, Kenanga Investment, Alliamz, Ambank, Affin Holdings, CIMB, Exim Bank, Maybank, Mavcap, RHB Bank, Public Bank, UOB, HSBC, Danajamin, Pan Malaysia Pools, MAA Assurance, Malaysian Reinsurance, Takaful Iklas, Tokio Marine, ACE, Aneka Insurance, Etiqa, MII, Agilent, Ansell, Bristol, Cahya Mata, Cameron, Camcar Textron, Cyberview, Dell, Emhart Glass, Khazanah Nasional, Kotak, Infineon, IJM Plantations, Impressive Edge, Kanzen, KKIP, Kossan Rubber, LG Aluminium, M Mode, Merck, Mimos, MRCB, MNRB, Minetech Resources, Munchys, Myceb, OYL Industries, Pernec, Prokhas, Royal Selangor, Selangor Industrial Corporation, Samsung, Sara Lee, Scenic Moulding, Sime Tyre, SIRIM, Tencate, Takeuzi, Totokiki, Toshiba, Niro Ceramic, Valuecap, White Horse Ceramic, UMW, MAS, Malaysian Airport, KLAS Airport Services, MRT Corp, Lembaga Pelabuhan Klang, PTP, Westport, Johor Port, TNB, Telekom, Maxis, Sunrise, SP Setia, Selangor Dredging, Worldwide Holdings, YLI Industry, IOI, Genting, Hotel Equatorial, Eastin Hotel, Saujana Resort, Subang Medical Centre, Ampang Puteri Hospital, Institut Jantung Negara, Yayasan Pelajaran MARA, Msian Export Academy, FMM, UEM, Naza, Open University, Swinburne University, UKM, UM, Attorney General Office, DBKL, PNB, Iskandar, Ministry of Agriculture, Ministry of Finance, Ministry of Health, Ministry of Tourism, Ministry of Transport, Jabatan Ketua Menteri, Jabatan Perancangan Bandar, SPAD, Yayasan Sarawak, government sectors, etc

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