

DECISION MAKING FOR MANAGERS IN BUSINESS

DATE: 28th & 29th JANUARY 2019
ISP HEADQUARTERS

VENUE: SUITE 3A01, LEVEL 3A, PJ TOWER, AMCORP TRADE CENTRE
18 PERSIARAN BARAT, 46050 PETALING JAYA, SELANGOR

SPEAKER: EN. Mohd zulkifli Itam



ORGANISED BY ISP MANAGEMENT (M) SDN BHD

OVERVIEW

- Managers have the responsibility to make decisions with regards to their respective job roles and responsibilities.
- The decision-making varies based on the complexities of the problems i.e. ranges from a routine response to a requirement which may require an in-depth analysis with several options.
- Notwithstanding the complexity of the problems and the urgency of the responses required, every decision made has an impact on the business.
- In view of the critical importance of decision-making, it is necessary for Managers to have basic understanding of the methodology, approach and knowledge to make effective decisions

OBJECTIVES

- To understand the key steps and processes in decision making
- To understand the various decision-making models in practice
- To understand the methodology to define a problem statement and find the root causes as basis for decision making
- To understand the approach in creating the Decision Criteria and in generating alternative solutions and selecting the most viable options in decision making
- To understand the decision-making traps and avoid the risk in taking the wrong course of actions

REGISTRATION FEES

ISP MEMBER: RM 600
NON-MEMBER: RM 650

MODULE

TIME	DAY 1	TIME	DAY 2
9.00 AM – 9.20 AM	Objectives and Expectations	9.00 AM – 9.30 AM	Summary of Day 1 – Take Away
9.20 AM – 10.00 AM	Common Pitfalls in Decision-Making	9.30 AM – 10.30 AM	Establish Decision Making Criteria – Case Study B
10.00 AM – 10.15 AM	<i>Tea Break</i>	10.30 AM – 10.45 AM	<i>Tea Break</i>
10.15 AM – 11.00 AM	Introduction to Key Steps in Decision-Making	10.45 AM – 11.15 AM	Continue with Group Exercise Case Study B
11.00 AM – 12.30 PM	Known Decision-Making Models	11.15 AM – 12.30 PM	Generate Alternatives and Weighing Each – Case Study C
12.30 PM – 1.30 PM	<i>Lunch</i>	12.30 PM – 1.30 PM	<i>Lunch</i>
1.30 PM – 2.30 PM	Problem Solving is Key to Effective Decision-Making – Tools for Analysis	1.30 PM – 2.00 PM	Assessing Potential Problems and Develop Implementation Plan
2.30 PM – 3.30 PM	Getting to the Root Cause of the Problem – Case Study A	2.00 PM – 3.00 PM	Adapt Key Decision Steps in Real Work Environment – Applying Concepts Already Learned to Actual Work Environments
3.30 PM – 3.45 PM	<i>Tea Break</i>	3.00 PM – 4.00 PM	Group Discussions on ‘Self-Improvements in Decision-Making – How Do I Do Differently and What to Change to Make Decision-Making More Effective
3.45 PM – 4.45 PM	Presenting the Problem Statement and Root Causes – Case Study A	4.00 PM – 4.15 PM	<i>Tea Break</i>
4.45 PM – 5.00 PM	Wrap Up Session	4.15 PM – 5.00 PM	Wrap Up Session

LEARNING OUTCOME

- Have understanding of a more structured view of decision-making process through a more thorough decision steps and henceforth leading to a more sustainable solutions that deliver results
- Develop a more disciplined and objective decision-making approach with key steps from problem-solving, generating solutions and weighing the best option
- Avoid common pitfalls in decision-making which may result in negative implications to the business

TARGET AUDIENCE

This course is suitable for:

- General managers
- Senior managers
- Managers

ABOUT THE SPEAKER

En. Mohd Zulfikfli Itam

- Involved with a global multinational Petroleum Company for 20 years; held various key positions in Oil Distribution, marketing and Human Resources
- Appointed as Group HR Director for a Public Listed Plantation Conglomerate and largest Bank for Malaysia
- Involved in the formulation of Human Capital strategy, Manpower plan, Performance Management and various Incentive Plans throughout his 30 and more years tenure in large corporations
- As Managing Partner of People Synergy Sdn Bhd, he has led consulting engagements with various GLCs and Public Listed companies
- Graduated from University of Strathclyde, United Kingdom with Masters of Business Administration
- Graduated from Universiti Sains Malaysia with a Bachelor Degree in Social Sciences (Honours)

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REGISTRATION FORM

BILLING DETAILS

Company Name: _____
 Person In Charge: _____
 Telephone: _____
 Email: _____
 Address: _____

Signature
Name: _____ Designation: _____

Company's Stamp

PARTICIPANT(S)' DETAILS

1. Name: _____
 I/C No.: _____ Member (Membership No.: _____) Non-Member
2. Name: _____
 I/C No.: _____ Member (Membership No.: _____) Non-Member
3. Name: _____
 I/C No.: _____ Member (Membership No.: _____) Non-Member
4. Name: _____
 I/C No.: _____ Member (Membership No.: _____) Non-Member
5. Name: _____
 I/C No.: _____ Member (Membership No.: _____) Non-Member

PAYMENT METHOD

Cash Online Transfer ATM Transfer
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Amount: RM _____

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TERMS AND CONDITIONS

- Request for cancellation must be made in writing.
- 100% refund will be made for written cancellation received before the day of the Seminar. Refund will be issued after the Seminar.
- No refund will be given for cancellation received after the Seminar. However, replacement is acceptable; please forward the replacement name to emails below.
- The registration form serves as the official invoice.
- All membership subscription should be paid before the day of the Seminar to entitle for members' rate, or else, non-members' rate will be applied.
- Registration must be done by faxing/emailing the registration form to the following:

CONTACT PERSON			
For REGISTRATION:	En. Rizal	Tel. No.: 03-7955 5561	Email: rizalhisham@isp.org.my
For enquiries:	Mr. Rajindran	Tel. No.: 012-316 1280	Email: rajindran@isp.org.my

DEADLINE:
25th JANUARY 2019