

DESIGN THINKING FOR PLANTATION MANAGEMENT

FOR PLANTATION MANAGERS /ASSISTANT MANAGER AND SAFETY OFFICER

DATE: 27 – 28 FEBRUARY 2019

SPEAKER: P.RAJOO

VENUE: ISP HEADQUARTERS

SUITE 3A01, LEVEL 3A, PJ TOWER, AMCORP TRADE CENTRE

18 PERSIARAN BARAT, 46050 PETALING JAYA, SELANGOR



ORGANISED BY ISP
MANAGEMENT (M) SDN
BHD

LEARNING OUTCOME

- Design Thinking draws upon logic, imagination, intuition, and systemic reasoning, to explore possibilities of what could be, and to create desired outcomes that benefit the end user (the customer). A design mindset is not problem-focused, it's solution focused, and action oriented. It involves both analysis and imagination."
- In this practical workshop, you will be learning a powerful **complex problem solving framework** known as Design Thinking and a new approach to Business Innovation based on insights and understanding of human needs – human centered design.
- The concept of Design Thinking has been around for decades, but in the past ten years, **IDEO**, a design consultancy firm, has championed the process **as an alternative- whole brain thinking.....** to a purely **analytical approach to problem-solving.**

LEARNING OBJECTIVE

- Able to observe and notice 'the big picture' to explore the context of the business scenarios and frame problem or define challenge in business uncertainties
 - Practice to listen with target users with empathy to share 'user experience' to discover needs and insights
 - Analysis and Synthesis – break apart the problem and frame the challenge- point of view
 - Discover, explore and reimagine new ideas or frame the solutions to address the pain points of the User
- Skill in prototyping the concepts (Fail Fast and Fail Early), Test and validate and co create with User

WHAT YOU WILL COVER?

D A Y	MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.00 PM – 5.00 PM)
1	1) A New way of thinking in framing a challenge in the current business scenario i) Mindset- Traditional business thinking versus design thinking Method: <ul style="list-style-type: none"> • Empathy • Ideation • Implementation Activity 1: Ice challenge..... Activity 2: Design a Vase Activity 3: Job to be Done 2) Workshop 1 How must we think to frame a challenge in business uncertainties to explore opportunities? What is going on today to identify the real problem or opportunity that we want to FRAME.	1) Activity 30 circle challenge What is design? What is design thinking? <ul style="list-style-type: none"> • Basic principles/ framework • The Process • The Tools Workshop 2 Practice the visual tools: Rapid Prototyping expressing a new concept in a tangible form for exploration, testing, and refinement 1. The Job to be done 2. User & Designer as a manager 3. The process of engagement Look for problem & needs

METHODOLOGY

Interactive learning using **gamification** and **inquiry base learning**. The gamification of learning is an educational approach to motivate students to learn by using game design and game elements in learning environments. The goal is to maximize enjoyment and engagement through capturing the interest of learners and inspiring them to continue learning.

- Framing questions
- Explore concepts
- Experimenting
- Challenging assumptions
- Team sharing experiences
- Story boarding

REGISTRATION FEES

ISP MEMBER	RM530 (INCLUSIVE OF 6% SST)
NON-MEMBER	RM650 (INCLUSIVE OF 6% SST)

BENEFITS

- Mindset 1: Sense the changing conditions of What is?.....What if?... thinking in our practices
- Mindset 2: Look for opportunities for changes and trends in the business of today
- Mindset 3: Challenging the current value chain in the bus

WHAT WILL BE COVERED?

Objective: To think different in driving innovation approach in organization
Outcome: What would be different if managers thought more like designers?
 We have three words for you: **empathy, invention, and iteration.**

D A Y	MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.00 PM – 5.00 PM)
2	1. Best Practices in Safety <ul style="list-style-type: none"> • Critical elements • Enhancement of safety and health 2. Creating a Comprehensive Effective Workplace safety Program <ul style="list-style-type: none"> • Core regulatory requirements • Establishing goals • Worksite analysis • Hazard recognition and resolution • Implementation and evaluation 3. Creating a Safety Culture Lecture <ul style="list-style-type: none"> • Greatest lessons learned from achieving success • Safety as company value 	1. Workers Compensation and Insurance <ul style="list-style-type: none"> • Issues in compensation and treatment of workers • Suggestion for improvement 2. Ethical Consideration <ul style="list-style-type: none"> • Management commitment and responsibility • Being fair to the workers • Workers charter and rights • Human values 3. Group discussion and facilitation

Trainer

P.Rajoo is an experienced management consultant in Strategic Management. From early in his career, he has been involved in Corporate Performance Management, involving setting strategic direction and process measurement and aligning to reward management.

Prior to his consulting career, P.Rajoo gained 20 years in multinational semiconductor environment , providing strategy, process, logistic supply chain and capability performance improvement services to the organization. He was a retainer consultant in local financial institution focusing on Quality Management and design, implement and use of performance measurement systems.

In last five years. P.Rajoo has provided **design thinking framework** in problem solving wicked problems.

Application – Project base development

In the actual implementation phases of the design thinking he had contributed a major role in the various stages of design, build and roll out prototype projects – project base learning

Mindset

- Design and develop the **traits** to think different in problem solving
- Design method skills
- Conduct user research to discover needs and insights
- Framing the challenge
- Generate ideas/ build prototypes
- Test and validate
- Operation of the System Business Model Implementation

Certified design thinking from IDEO

Certified facilitator in design thinking from IBM , Texas, Austin

Consultant trainer for design thinking for the Sarawak Leadership Institute