

# CRITICAL THINKING, PROBLEM SOLVING AND DECISION-MAKING

 9 September 2025

 9:00 AM - 5:00 PM

 Online

## Workshop Highlights

- ✓ Apply Critical, Creative, and Lateral Thinking Techniques
- ✓ Use Structured Problem-Solving Tools for Root Cause Analysis
- ✓ Make Strategic and Balanced Decisions
- ✓ Integrate and Apply Learning to Real-World Workplace Challenges

## Investment

- RM750.00 per pax
- Early Bird : RM500.00 (before 19 Aug 2025)

## Who Should Attend?

- Managers and team leaders
- Professionals in Operations, Strategy, HR, Projects, and Innovation
- High-potential Employees and Future Leaders





# CRITICAL THINKING, PROBLEM

# SOLVING AND DECISION-MAKING

## Course Outline

### *Module 1: Mastering Critical, Creative & Lateral Thinking.*

This module provides the tools to think differently, challenge assumptions, and solve problems with impact. Participants will learn to see problems from fresh angles, break mental blocks, make confident decisions, and blend logic with creativity for breakthrough results.

### *Module 2: Structured Problem-Solving for Lasting Results.*

Problems at work often have deeper causes than what we first see. This interactive module shows how to move beyond quick fixes and uncover root causes using proven tools like the 5 Whys and the Fishbone Diagram.

### *Module 3: Deciding with Strategy: The Art & Science of Smart Choices.*

Great decisions don't just happen—they follow a structured process. In this module, participants will learn decision-making framework that takes from defining the real problem to reviewing results, supported by Decision Tree Analysis to weigh short- and long-term consequences.

Participants will also discover a proven method for exploring decisions from every perspective: facts, risks, benefits, creativity, emotions, and process control. This parallel thinking approach helps avoid bias, reduce conflict, and ensure balanced, well-informed choices.



**SHARIFAH SALWA BT  
ABDUL KARIM**

## TRAINER PROFILE

Sharifah Salwa is the founder and lead facilitator of Infunity Learning, driven by her belief that continuous learning is essential for personal growth and staying competitive in today's world. With a strong background in English Communication, NLP-based learning, and Directive Communication, she delivers engaging and impactful training experiences tailored to diverse learner needs.

She holds a Bachelor's degree in Electrical Engineering from the University of Portland, USA, and an MBA from Universiti Utara Malaysia, equipping her with solid technical, leadership, and business acumen. Backed by 17 years of experience in the engineering field, Sharifah transitioned into training and development in 2012. Since then, she has conducted numerous programs for government agencies, schools, and private organizations across Malaysia.

Currently pursuing a TESOL certification from ASM Learning in affiliation with the London Teacher's College, UK, she continues to expand her skills and approaches in education and communication.

Professional Qualifications:

- Certified HRDF Trainer (TTT/7629)
- Accredited Professional Learning Facilitator (Mastery), Take Charge
- International NLP Practitioner & NLP Coaching (Real NLP India)
- Basic Practitioner of Spiritual NLP (NFNLP, USA)
- LEAP, SPEED & Virtual Learn Caster Facilitator (EnSync, Malaysia)
- Certified Colored Brain Trainer (Directive Communication International)
- Coaching Certification (Badan Nasional Sertifikasi Profesi, Indonesia)

Sharifah is known for her dynamic and supportive facilitation style. Her sessions empower learners to grow both personally and professionally.

## CRITICAL THINKING, PROBLEM SOLVING AND DECISION MAKING

9 SEPTEMBER 2025

ONLINE

### BILLING DETAIL:

Organization:		Contact Person:	
Office No:		Designation:	
Address:		Email:	
		Mobile No:	

### ATTENDEES DETAIL:

NO	NAME OF ATTENDEES	IC NO	DESIGNATION	EMAIL	MOBILE NO	LEARNITY ID
1						
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3						
4						
5						

#### METHOD OF PAYMENT

- ☐ HRDC LEVY
- ☐ LOCAL ORDER/ PURCHASE ORDER
- ☐ ONLINE PAYMENT

Payable to "INFUNITY LEARNING (MBB: 5510 8935 1619)

\*Please email slip to [infunitylearning@gmail.com](mailto:infunitylearning@gmail.com)

**SCAN ME TO  
REGISTER**



#### TERMS AND CONDITIONS:

Fill in the registration form by scanning the QR Code or fill in this registration form and send it to our team via email or WhatsApp below:

Email: [infunitylearning@gmail.com](mailto:infunitylearning@gmail.com)

WhatsApp: +6016-541 5759

Please notify the Course Organiser 5 days in advance if you intend to send a replacement.

If the organization or individual plans to send a replacement attendee in his or her place, please inform Course Organiser five days before the event.

If an organization or individual fails to inform the Course Organiser of his or her inability to attend the course within fourteen (14) days before the course date, no refunds will be provided, regardless of whether full or partial payment has been made.

Hana | | 016-541 5759 | 012-2955759

**INFUNITY LEARNING**  
Jalan Sialang, Tangkak, Johor