



Website : www.bcdbh.org

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Problem Solving & Decision Making

Date	Venues	(\$)Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3150	Register Now

Course overview

In today's world middle and senior level managers are faced with increasingly complex responsibilities. In order to meet this challenge they must be continually sharpening their management skills. This programme will focus on the management and leadership skills necessary for success in today's fast changing business environment. In this programme you will learn how to:

- Manage and motivate people more effectively
- Create and harness the power of high performance teams
- Understand and effectively utilize strategic planning techniques
- Negotiate for positive results
- Utilize the Baldrige performance criteria as a standard of excellence and benchmark for your organization

Course objective

- Consider methods for improving management performance
- Gain insights into the successful implementation of teams
- Study the techniques of strategic planning
- Develop their skills in the area of negotiating
- Analyze the Baldrige award criteria for excellence
- Examine the application of management best practices

Who should attend?

This programme is specifically designed for managers in all areas of operations who seek to manage the process of change and improve the performance of their area of responsibility. It is an opportunity for all managers to advance their management thinking and keep abreast of the most modern concepts in management. It will be of benefit to:

- Managers responsible for organizational improvement
- Managers concerned with achieving standards of excellence
- Managers interested in enhancing their management skills
- Managers interested in enhancing their leadership skills
- Managers with responsibility for strategic planning
- Managers with responsibility for team leadership

Course outline

- People Management
- Leading Teams
- Strategic Planning
- Negotiating for results
- Operational Excellence

Training methodology



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- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays