

COGNITIVE FLEXIBILITY

DATE: 14-15 June / 2-3 October 2023
4-5 January 2024

FEE: RM1,250

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

Why “Cognitive Flexibility”?

Cognitive flexibility (also referred to as “shifting”) refers to our ability to switch between different mental sets, tasks, or strategies. Cognitive flexibility is the ability to revise your plans in the face of obstacles, setbacks, new information, or mistakes. Essentially, it is your ability to adapt when a situation changes. Having cognitive flexibility allows you to analyze a situation and come up with alternative plans to meet your goals or requirements. It’s important to possess this skill so you don’t end up frozen in a situation where you can’t move forward to your next task.

Being cognitively flexible increases your likelihood of success, too. This ability to quickly adapt to new situations increases one’s brain function and resilience to stress. Cognitively flexible people tend to have increased fluency and comprehension while reading and they have an expanded sense of awareness. Being cognitively flexible allows you to see different points of view with empathy and understanding, which is a particularly important skill in today’s diverse society! In general, people who possess this skill go further in life

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Practice creative thinking methods to generate ideas & solutions
- Transform your creativity into practical business solutions
- Turn existing problems into opportunities for growth
- Encourage out-of-the-box thinking & focus on pinpointing problems, identifying root causes & their outcomes
- Apply proven out of the box techniques to improve systems, products & processes
- Producing, evaluating & selecting new ideas: models for analyzing options
- Practices to create an innovative workplace Real-world practice: opportunity spotting/solution generating
- Select & make the best decision
- Practice the "challenge" technique to make improvements for greater productivity & better performance

METHODOLOGY

- Interactive slides presentations , Simulation & Games, Short video clips and Brainstorming Sessions

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager

FACILITATOR

Dr Zainol Bin Abdul Rani

He has been a training facilitator and management consultant to various organizations and business establishments in Malaysia and the region since 1990. He is a mechanical engineer (graduated from Oklahoma State University in the USA in 1989), holds an MBA in Total Quality Management (graduated from Newport University, California, USA in 1998) and Doctor of Business Administration (DBA) (in Business Process Management) from University Utara Malaysia (2009).

PROGRAM CONTENT

Module 1

Work Applications Of Creativity & Thinking Outside The Box

- Define creative thinking & thinking outside the box
- Getting the job done - an unlearning
- If you always do what you always did, you will get what you always got
- How to spur the imagination by thinking both
 - Fluidly - generating a quantity of ideas
 - Flexibly - generating unconventional ideas
- Identifying elements that stimulate creativity
- Eliminating barriers to creativity & innovation

Activity: Visualization, Pictures, Music & Videos

Module 2

Creativity Process-What Has To Happen

Defining boundaries, framework & constraints

- Collecting data & information
- Incubation - great ways to incubate
- Thinking about issue constantly
- Eureka - when idea hits you unexpectedly
- Development & implementation

Module 3

14 Steps To Stimulate Creativity At Work

Essential ingredients of innovation & creativity

- Avoid groupthink
- Group Creative Thinking: to spur the imagination techniques & triggers used include
 - brainstorming, challenging assumptions, 5 Monkeys Syndrome, idea generating questions, combining/piggyback on ideas, connecting, associating, incubating, working with metaphors while having fun!

Module 4

High Impact, Exciting & Rewarding Games.

Stimulate creative & 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

Module 7

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: Excellent Techniques to Help You Identify, Pinpoint & Confirm.

Problem Areas & Where the Problems Are Coming From.

Module 8:

Individual Techniques For Generating Alternatives

Attribute Listing

- Back to the Customer
- SCAMPER

Individual Exercise: Select Your Technique - Analysis, Evaluation & Presentation

Module 9

Group Techniques For Generating

Brainstorming Techniques - Different Points of Views

- Lotus Blossom Technique
- Storyboarding
- Reframing Matrix
- Pin Card/Gallery Method
- Process Mapping

Group Projects - Brainstorming, Discussion & Presentation

Module 10:

Deploying Your Decision & Decision Analysis Alternatives

Clearly expressing analysis results

- Ensuring organizational benefit
- Guaranteeing maximum buy-in
- Choosing among alternatives



- Innovation & innovativeness
- Determining what the customer wants/outcome
- Presentation - persuasion & influence

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

Module 5

Creative Problem-Solving Process

- Apply a practical & workable mode

Module 6

Techniques For Analyzing Environment

- 4 techniques will be explored in depth
- Determining the deviation & gap

Benchmark - Compare & Contrast Against Others/No. 1

Metaphors/Analogy

SWOT Analysis - Consider from Internal & External Basis

- Establish & assign weight to objectives in order to make the best decision
- 3 Techniques: Cost-Benefit Analysis, Grid Analysis, Force-Field Analysis

Module 11

How To Implement Parallel Thinking?

- 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

KEY LEARNING POINTS: SUMMARY OF THE 2-DAY LESSONS

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1 & 2
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 3
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4 & 5
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 6
		End of the day

Day 2

9:00am - 10:30am	:	Module 7
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 8 & 9
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 10
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 11
		End of the day