

CREATIVE THINKING AND CONTINUOUS IMPROVEMENT

19 February 2025, Wednesday

9.00am – 5.00pm

Speaker: MR WILLIAM TEO

Virtual

Course code: SS190225W1

Closing date: 17 February 2025

**8 CPD
HOURS**

Course overview

Innovation and continuous improvement work together. These concepts are the key to business growth and success.

This course helps participants to explore ways in which to identify opportunities for continuous improvement in their workplaces. It also trains participant's skills in creative thinking and critical problem solving in order to develop innovative solutions to company problems.

Course Objective

1. Take the lead in implementing continuous improvement initiative
2. Appreciate the different modes and thinking preferences in teams and individuals
3. Use problem solving strategies to facilitate improvement
4. Use the principles of innovation to stimulate idea development

ABOUT THE TRAINER: WILLIAM TEO

William is the Country Head for WIAL Malaysia, a Master Trainer at the Malaysian Insurance Institute and LIMRA, USA, and a Senior Action Learning Coach (SALC) with the World Institute for Action Learning. Prior to this, he was in sales and spent 25 years as a District Manager at one of Malaysia's top life insurance companies, leading a team of financial advisors. With four decades of experience in Financial Services Business, Organisation Development, and Work Psychology, William brings significant value as a facilitator, leadership coach, and mentor.

His clientele includes high level strategic management from key companies across 10 countries. William's qualifications include a Masters in Financial Planning, MSc in Management Psychology, and a British Psychological Society (BPS) Occupational Testing qualification. He currently serves as an associate lecturer for the MSc Program and as an Industrial Advisory Board Member for the Division of Organisational and Applied Psychology at the University of Nottingham Malaysia. With a passion for leadership, William is currently pursuing a PhD in Crisis Leadership, focusing on the critical enablers of effective leadership in crisis situations.

Course Content

Introduction to Creating Thinking Mindsets

- Mindsets in a RUPT World (Rapid-Unpredictable-Paradoxical-Tangled)
- Hermman Brain Development (HBDI) index to help participants understand and appreciate theirs and others thinking and communicating preferences

Recognising Problems and Opportunities

- Learn to identify potential problems in the workplace

Creative Thinking in the Workplace

- Understand creativity in the workplace
- Learn how to properly use brainstorming techniques
- Learn and apply the SCAMPER

Who Should Attend

Employees to middle-managers of the companies and those who are interested to learn on the topic.

WEBINAR FEE

Category	Normal Fee per person (RM)	Group Fee per person (RM)* (For 3 or more registrations from the same organization)
MAICSA Member/ Affiliate/Graduate/Student	648	618
Non member	810	780
Retired MAICSA member	324	324
MAICSA Member's staff***	798	798

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Email: training@maicsa.org.my

Tel: **03-2282 9276 (ext 803)**

Attention: Ms Vickneswary

- Fee is payable to **MAICSA**

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Online transfer

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Note: Bank charges for telegraphic transfer will be borne by the client.

Please email the bank-in slip/ transfer advice to training@maicsa.org.my or fax to 603-2283 4492, for our verification and record.

Individual Registration: Full payment shall be made **AFTER** you have done the online registration.

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- Access to join the webinar shall be granted only upon full payment as per the above requirement.
- **NO Letter of undertaking is accepted.**

Upon successfully registration, you are deemed to have read and accepted the terms and conditions.

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WEBINAR ACCESS LINK

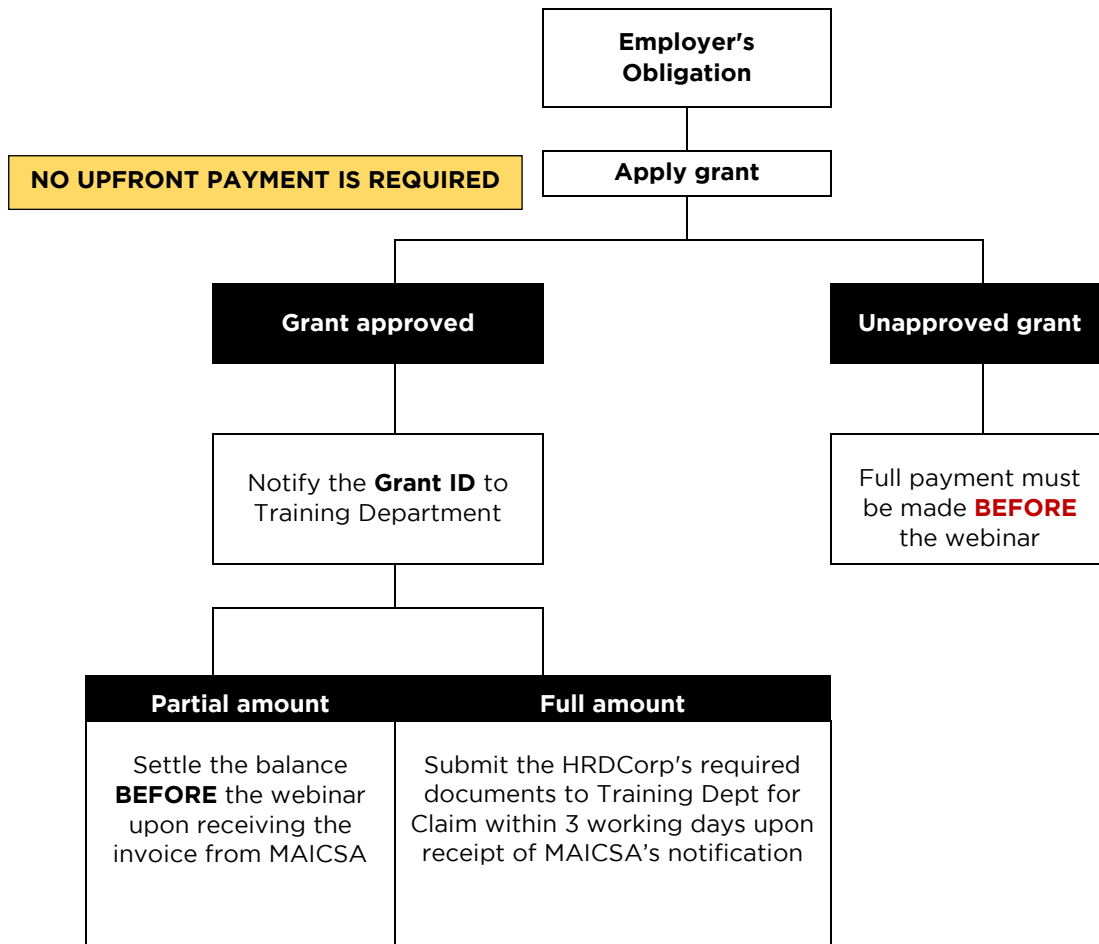
- The Access Link will be emailed at least one day before the commencement of the webinar.
- The Access Link is unique and should not be forwarded/shared with others.
- **Participants may log-in at 8.45am**

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**SBL KHAS
REMOTE ONLINE TRAINING (PUBLIC)**



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 - Submit the feedback form within 3 days after the completion of the webinar
- Delegates may check their E-certificates from this link <https://www.maicsa.org.my/resources/cpd-training/e-certificate-of-attendancee-confirmation-letter-of-attendance> within 5 working days after the webinar.
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