



The Institute of Internal Auditors, Singapore

The Secretariat
10 Anson Road
#10-13A International Plaza
Singapore 079903
Tel: 6324 9029
Fax: 6220 5972
Email: iiasg@singnet.com.sg

18 June 2008

Dear Members

2 Day Seminar on

Solution Thinking and Creativity

21 – 22 August 2008 by Mr Jeremy Peh

What you will gain from this seminar:

YOU WILL GAIN INSIGHT ON...

- A solution-based thinking model that you could use to create more value-add to your clients during the review of corporate processes/operations
- How to organize and manage your thoughts to manage different situations during audit.
- How to effectively solicit information to understand a situation and resolve an issue.
- How to use an appropriate thinking process for solving puzzles.
- How to use an appropriate thinking process for resolving dilemma.
- How to reduce uncertainty, risk, the fear of failure and the tendency to procrastinate.
- How to separate opinions from facts and manage information effectively with proper validation and verification.

Course Outline

Please refer to Annex I.

Who Should Attend

The workshop is highly suitable for auditing professionals, management and process owners who want to learn successful thinking model for resolving different types of issues to add value to the organizations.

Speaker

Jeremy Peh specializes in Solution Thinking, Negotiation and Project Management. He is the principal consultant with Semion Consulting Group. Over the last seven years as consultant-trainer, Jeremy has personally delivered more than fifty successful consulting projects and conducted numerous learning programs to the delight of his customers from various industries in the region. He has assisted them to resolve various challenging business issues through the use of solution thinking model, and upgraded the thinking skills of their managers and executives. Jeremy has a Bachelor's Degree in Engineering from the Kyushu University (Japan) and an MBA from the University of Leeds (UK). Jeremy is a certified behavioral consultant by the Institute for Motivational Living, Inc.

Details of the administrative arrangements are as follows:

Date : 21 – 22 August 2008

Time : 9.00 am to 5.00 pm
(Lunch and refreshments provided)

Registration : 8.30 am

Venue : **Grand Plaza Park Hotel**
Canning Room, Level 2
10 Coleman Street
Singapore 179809

CPE credit : 14 hours

Fee : S\$700 (IIA / ISACA Member)
S\$910 (Non-member)
*** NO GST payable**
****NO invoice will be issued**

Closing Date : 12 August 2008
(Please register early as the class size is cap at 16 participants only).

Please return the reply slip together with your cheque made payable to “**The Institute of Internal Auditors Singapore**”. **No invoice will be issued.**

Yours sincerely
Lena Kuok
for Education Committee

REPLY SLIP

To: The Institute of Internal Auditors, Singapore
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Solution Thinking and Creativity

21 – 22 August 2008 by Mr Jeremy Peh

From: Mr/Mrs/Ms/Miss _____

Organisation: _____

Mailing Address: _____

Tel: _____ Fax: _____ Mobile: _____ Email: _____

Name of Attendee	Designation	IIA / ISACA Membership No. (where applicable)

Terms and Conditions:

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. Programme may be subject to change.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number _____ for S\$ _____ being payment for _____
IIA / ISACA member(s) @ S\$700 and _____ non-member(s) @ S\$910.

Participants will be awarded 14 CPE hours upon completion of the course.

[Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore"]

>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<

COURSE OUTLINE

- **Introduction**
 - Put our natural gift to use
 - Solution-based thinking model
 - Horizontal versus vertical thinking
 - Key thinking processes to sharpen our competitive edge

- **Organizing our thought for action**
 - Gain awareness of issues
 - Clarify and understand issues
 - Prioritize Issues
 - Identify direction

- **Solving Puzzles**
 - Thinking process for successful problem solving
 - Define problem
 - Frame the problem for building clues
 - Look for likely causes
 - Evaluate likely causes
 - Verify Root Cause

✂ *Case Practice*

- **Creative Thinking**
 - Random words
 - Visualization
 - Challenge statement
 - Need-based creativity

✂ *Case Practice*

- **Resolving Dilemma**
 - Thinking process for successful decision making
 - Verbalize your purpose
 - Set clear objectives
 - Search for options
 - Evaluate options
 - Weigh benefits and risks for final choice

✂ *Case Practice*

- **Managing Risks and Opportunities**
 - Anticipative thinking process
 - Define desired future outcome
 - Search for potential issues
 - Establish measures to manage risks and/or opportunity
 - Take action

✂ *Case Practice*