



Think with Your Hands for Effective Problem Solving Approach Using LEGO® Serious Play® Methodology

**10-11 June 2015
(2-day Session)**

PIKOM Training Centre, Empire Damansara**

**The organisers reserve the rights to change the venue at their discretion

The National ICT Association of Malaysia (PIKOM) in collaboration with Business Technovise International (BTI) is pleased to invite you to attend the ***Think with Your Hands for Effective Problem Solving Approach Using LEGO® Serious Play® Methodology Course***.

Participants using this approach are able to achieve more in less time and at the same time they go both deeper and broader into matters, which they are working through and strategizing on. The three quotes captured essential benefits from using LEGO® Serious Play® (LSP) approach. These quotes were from three strategizing workshops, but the additional outcome was that they built stronger teams.

This 2-day class LSP methodology is a facilitated meeting, communication and problem solving method, where participants are led through a series of questions, which go deeper and deeper. Participants will build their own 3D LEGO® models in response to the facilitator's questions using the LEGO® bricks provided. It will then be used as the platform for group discussion, knowledge sharing, problem solving and decision-making.

This is the skill that will earn you a place at the strategy table and set you apart from the others.

Come join your peers from the industry to move to the next level in your career!

Initiated by PCC: PIKOM CIO Chapter (PCC) is a chapter of PIKOM comprising the Chief Information Officers of major corporations in Malaysia formed to extend the "Voice of the ICT Industry" to the end-user community. The PCC has identified the development of ICT professionals in Malaysia among the many initiatives it will champion.

ENQUIRIES & REGISTRATION

PIKOM, The National ICT Association of Malaysia

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PIKOM



TeamSYNthesis

Facilitator Profile: Jessica Low



Jessica Low is a trained LEGO Serious Play methodology facilitator by Rasmussen Consulting Denmark. She has brought along with her more than 10 years of real life experience in the corporate industry working as an executive (rank and file) to the management team of an organisation.

A specialist practitioner in strategic interventions and innovation

Jessica has also been appointed as the change management agent in various organisations in overlooking and participating in company's reorganisation due to her unique characters – calm and observation skills in her surroundings. With a humble beginning in the sales, marketing and customer service portfolio, she has moved on seek position in the management team shortly after.

She is a graduate of Master in Business Administration from Nottingham University. She also has a degree in Marketing in Information Systems from the University of Hertfordshire, United Kingdom upon her tertiary graduation.

Seeing and making the change in the participant's life is her personal motto in life as we live in an ever revolving world that being adaptable and flexible would be the key for success in our personal, family or career aspirations.

Her past clientele comes from various industries (SMEs to MNCs) such as Axiata Group Berhad (including their subsidiaries in Indonesia, Sri Lanka and Bangladesh), Prime Minister's Department, Genting Malaysia Berhad, Tourism Malaysia, LB Aluminium Berhad and many others.



Creative Thinking and Problem Solving Through LEGO Serious Play Methodology

We believe that everyone is creative. The LSP workshop engages the participants to stimulate and facilitate creativity and innovation. The creativity/innovation model combines the activities of constructing, giving meaning, storytelling and reflecting. Our hands are connected to 75--80% of our brains and in this workshop we build in the world what you envisage in your minds. This brings about new insights to creativity and develops strategies to apply in teams to more effectively address a range of problems.

The facilitator constructs probing questions, starting with simple progressing to more powerful and complex questions, allowing everyone to answer from their perspectives. Participants answer the questions through model building, which uses applied and systematic creativity to move the team forward.

The participants build metaphorical models, which hold complex information that is communicated through the process of story telling. Through this process, even those who are not skilled in constructing can be empowered to express themselves creatively. Hence, complex challenges are discussed in an engaging manner and ideas and scenarios are expressed through the shared language of metaphors.

Benefits of Using LEGO Serious Play methodology

What is the Programme about?

LEGO Serious Play methodology is effective when used to:

- Make decisions that everyone commits to and honours after the meeting, even though he/she does not agree 100% with everything
- Make sure there are no excuses or lack of initiative after the meeting because participants feel they were not heard nor involved in the decision or process
- Give all participants a common understanding and frame of reference that will impact their work together after the meeting



Who is the Programme for?

This course is for the technology professional and business executive who has to look at new business opportunities and initiatives. The discussions in class will touch on specific topics impacting technology professionals who are expected to make contributions to business, either with ideas or even actual business results.



Benefits of LSP methodology?

The methodology allows 100% participation from all participants involved. Unlike the conventional training/meeting, many at times, only the active members/participants will take control of the meeting and in the end, members may leave the room feeling unhappy that they have not been heard. Thus, they will not be committed into the implementation of action plan.

The bricks serve as the medium and opinions can be expressed in a neutral manner instead of feeling like a personal attack during the process of finding out the challenges in the past. It will allow participants to express freely without feeling obligated to comply to "what should be said" in the meeting.

Small group involved will allow participants to gain a higher level of trust among each other, further understanding, and allow commitments towards each other, team and organisation. The participants build metaphorical models, which hold complex information that is communicated through the process of story-telling. Through this process, even those who are not skilled in constructing can be empowered to express themselves creatively. Hence, complex challenges are discussed in an engaging manner and ideas and scenarios are expressed through the shared language of metaphors.

Agenda

A fun-filled 2-day class that engages you throughout with activities relevant to your actual work

Time	Day 1	Day 2
9:00 – 10:30	Module 1: The Introduction to Lego Serious Play Method	Module 5: IT Industry Landscape
10:45 – 13:00	Module 2: Your Imagination	Module 6: Agents/Factors
14:00 – 15:30	Module 3: People Management	Module 7: Overview of A Creative Problem Solving
15:45 – 17:30	Module 4: Communication—The Ingredient for Success	Module 8: Your Aspiration

Description of Modules

MODULE 1: THE INTRODUCTION TO LEGO SERIOUS PLAY METHOD

Background of LSP and the power of imagination
Developing Creative / Subconscious mind - the right brain business development
Use of metaphor

MODULE 2: YOUR IMAGINATIONS

Divergent vs Convergent thinkers
Types of imaginations – when is the right situation to apply them
The 3 Dimensional of creative thinking

MODULE 3: PEOPLE MANAGEMENT

The new age leaders & working with others
Your challenge in the IT environment of the 21st century (upwards/downwards)
Creative people management

MODULE 4: COMMUNICATION – THE INGREDIENT FOR SUCCESS

Communication in the 3 dimensional concept
Effective Communication Process
Group Activity

MODULE 5: IT INDUSTRY LANDSCAPE

The changing 21st Century IT professionals landscape
Emerging challenges for the current and future leaders

MODULE 6: AGENTS/FACTORS

What can impact (agents/factors) your plan in achieving your plans in the IT landscape
Creating a landscape model of agents/factors
Connecting the landscape – giving a meaning/relationship to the models

MODULE 7: OVERVIEW OF A CREATIVE PROBLEM SOLVING – LEGO SERIOUS PLAY METHODOLOGY

Definition & benefit of thinking creatively
Analyzing the characteristics of creative people/organization
Lego Serious Play – 3 dimension problem solving method
Playing Emergence
Defining the current and future challenge
Playing with the past
Playing with the future
Evaluating the results – alternative views

MODULE 8: YOUR ASPIRATION

What is your personal inspiration moving forward
Ideas for improvements and implementation



LEGO Serious Play Individual Registration Form

➤ Ms. Grace Lee ➤ grace@pikom.org.my ➤ Tel: (603) 4065 0078 Fax: (603) 4065 0079

PARTICIPANT DETAILS

Title (Mr / Mrs / Ms): _____

Family Name (Surname): _____

First Name: _____

Email Address: _____

Mobile Number: _____

Company / Organisation : _____

Designation: _____

Address: _____

Postcode: _____ City/State: _____

Office Tel: _____ Office Fax: _____

Mobile No.: _____

Date: _____ Signature: _____

PARTICIPATION FEE

[] Registration: *RM 2,756.00 inclusive of GST

REGISTRATION

Registered by: _____

Designation: _____

Contact Number: _____

Email Address: _____

BILLING DETAILS

Invoice attention to: _____

GST Reg No: _____

Designation: _____

Contact Number: _____

Email Address: _____

Please **invoice** my company/organisation and payment will be made prior to the start of the Course.

PAYMENT METHOD

Please tick where applicable:-

[] Cheque made in favour of 'PIKOM'

[] Online Wire Transfer (T/T)

[] Credit Card Payment (please contact PIKOM for the Credit Card Authorisation Form)

CONFIRMATION

1. Registration is on a first-come-first-served basis.
2. To confirm your registration(s), all registration form(s) must be accompanied with a **Letter of Undertaking (LoU)** on company's letterhead.
3. PIKOM will confirm your registration via email

PIKOM SESSION DATE

Please tick the session date for registration:

*Think with Your Hands for Effective Problem Solving Approach Using
LEGO® Serious Play® Methodology Course.*

[] 10-11 June 2015 (Register by 3 June 2015)

VENUE & ACCOMODATION

PIKOM Training Centre @ Empire Damansara**

E1, Empire Damansara, Ground Flr.
No.2, Jalan PJU 8/8A, Damansara Perdana,
47820 Petaling Jaya, Selangor Darul Ehsan. Malaysia

****The organisers reserve the rights to change the venue at their discretion.**

Accommodation and travel costs are not included in the registration fee. Please contact PIKOM should you need further details on accommodation.

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Selangor, Malaysia

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[PAYMENT POLICY] Payment is due in full at the time of registration. Full payment is mandatory for event attendance.

[CANCELLATIONS & SUBSTITUTIONS] You may substitute participants at least 5 working days prior to the beginning of the Course. Cancellations will be refunded only if made in writing at least 10 days prior to the beginning of the Course. No refund is given for any late cancellations or for participants who do not show up for the course (no-show). ****The organisers reserve the rights to postpone or change the venue at their discretion.**

