



IIAM GLOBAL SERIES

# CREATIVE PROBLEM-SOLVING TECHNIQUES FOR AUDITORS

*(DEVELOPED BY GLOBAL IIA)*



## OVERVIEW

Auditors often find themselves searching for ways to go beyond traditional or compliance auditing, trying to find new ways to work with people who have different styles and preferences, while maximizing their strengths. In other words, they are seeking to become more creative problem solvers.

Through facilitator presentations, group discussions, practical exercises, case studies, and self-assessments, this course will help participants define creativity and the dimensions of creative problem solving. Experienced facilitators will demonstrate five strategies for creativity and divergent thinking and explain the ground rules for convergent thinking. By the end of the course, participants will know how to jump-start creative approaches to problems and have new, immediately usable tools for logical problem solving.

## OBJECTIVES

- Identify and apply creative and problem-solving skills, tools, and techniques.
- Define and apply convergent and divergent thinking.
- Recognize the roles of styles and preferences in creative problem solving.
- Apply synthesis in using creativity, problem-solving skills, tools, and techniques.

## OUTLINE

### Dimensions of Creative Problem Solving

- Identify key concepts of creative problem solving (divergent and convergent thinking).
- Identify geniuses of creative problem solving.
- Define creativity.
- Identify personal and organizational blocks to creativity.

### Creativity and Divergent Thinking

- Identify the ground rules for divergent thinking.
- Identify and explore tools for creativity and divergent thinking.
- Identify and explore reframing as a tool for creativity and divergent thinking.
- Identify and explore questioning as a tool for divergent thinking.
- Identify and explore brainstorming as a tool for divergent thinking.
- Identify and explore imaging as a tool for divergent thinking.
- Identify and explore reverse engineering as a tool for divergent thinking.
- Identify and explore new research about ways to trigger creativity.



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## OUTLINE

### Closure and Action Planning

- Restate major concepts and skills learned up to this point.
- Share your insights and ideas with others in this seminar session.
- Discuss any open items or expectations.
- Complete and share your plan of action.

### Problem Solving and Convergent Thinking

- Examine the ground rules for convergent thinking.
- Identify the characteristics of problem solving and convergent thinking.
- Apply the characteristics of inductive and deductive reasoning.
- Apply problem-solving questioning.
- Apply tools for problem solving and convergent thinking.
- Recognize logical fallacies.

### Styles and Preferences

- Review common systems for identifying styles and preferences.

### Synthesis

- Examine and compare models and concepts of synthesis.
- Recognize how "Six Hats" thinking relates to personal styles.

### Case Study: A Budget Overrun

- Examine and compare models and concepts of synthesis.
- Recognize how "Six Hats" thinking relates to personal styles.

## ABOUT THE TRAINER

### DR EDDY YAP

PhD, FCCA, CIA

Dr Eddy Yap is the Founder and Managing Consultant of Conductiviti Business Advisory Sdn Bhd. His core competencies are in qualitatively and quantitatively diagnosing issues, formulating solutions, and implementing changes. He has over 22 years of corporate, advisory, academic and entrepreneurial experience, and has worked with various organisations including government corporations, public conglomerates, private companies, public sector organisations and academic institutions, across diverse industries.

He is also a visiting lecturer and facilitator to several universities at the undergraduate and postgraduate levels, as well as professional bodies, delivering courses in strategic management, finance, accounting, auditing, and economics. He has published in international peer reviewed journals and presented in corporate and academic conferences, as well as delivered talks on the global and national economy.

He is a Certified Internal Auditor, Technical and Research Committee Member of IIAM, Chartered Accountant of MIA, an ASEAN CPA, Fellow of ACCA, Fellow of the Malaysian Institute of Management, and a HRDF-certified trainer. He holds a Bachelor's in Economics from the University of London, MBA from Heriot- Watt University, and PhD in Finance from Universiti Kuala Lumpur.



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Malaysia

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## ADMINISTRATIVE DETAILS

<b>TARGET AUDIENCE</b>	LEVEL I-III
<b>MEMBER'S FEE</b>	RM2,300.00
<b>NON-MEMBER'S FEE</b>	RM2,650.00 <i>All Fees will be subject to 6% SST</i>
<b>EARLY BIRD FEE</b>	10% discount for registration received one (1) month prior to respective workshop dates
<b>DATE</b>	15-16 August 2022
<b>TIME</b>	9:00 am - 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
<b>LOCATION</b>	Kuala Lumpur
<b>DELIVERY MODE</b>	Physical Class
<b>PROGRAMME CODE</b>	KL28
<b>TRAINER</b>	Dr. Eddy Yap PhD, FCCA, CIA
<b>CPD POINTS</b>	16

### Disclaimer

This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

## ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia  
Tel: +603 2181 8008 ext 210/213/212 Fax: +603 2181 1717 Email: training@iam.com.my Website: www.iam.com.my

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### COURSE DETAIL

Course Title \_\_\_\_\_

Course Code \_\_\_\_\_

Course Date(s) \_\_\_\_\_

### DELEGATE 1

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

### DELEGATE 2

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

### DELEGATE 3

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

### CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: \_\_\_\_\_

Corporate Non-Member

### CONTACT DETAILS

Organisation Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email Address \_\_\_\_\_

### BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Billing Address \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email Address \_\_\_\_\_

Are you claiming under HRDF SBL Khas?  Yes  No If Yes, please fill in the form of Appendix A

For non-member, would you like to be contacted to know more about IIA Membership programme?  Yes  No

## ENQUIRY & REGISTRATION

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## PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. \_\_\_\_\_ for the sum of RM \_\_\_\_\_ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

### LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor

Account No.: 165-301-514-9 Bank Swift Code: UOVBMKYL

### OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iiam.com.my)

### CREDIT CARD

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM \_\_\_\_\_ Card Type:  VISA  MASTER

Card Number:

Expiry Date: \_\_\_\_\_ Cardholder's Name \_\_\_\_\_

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) \_\_\_\_\_ Date \_\_\_\_\_

## TERMS & CONDITIONS

### FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.
- This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

### CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/transfer policy shall be applied as follows.
  - a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
  - b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
  - c) Written cancellations/no-show on the day of the workshop.
    - No refund will be entertained.
    - Unpaid registrations will also be liable to full payment of the registrations fee.
    - Partial cancellation is not allowed.
  - d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

### RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute is not responsible for the action, advice or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.

### DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

### DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel the Workshop should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

## ENQUIRY & REGISTRATION

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## APPENDIX A – HRDF SBL KHAS CLAIM

### DELEGATE 1

Full Name (as per IC) \_\_\_\_\_

NRIC \_\_\_\_\_

Citizenship \_\_\_\_\_

Gender \_\_\_\_\_

Race \_\_\_\_\_

### DELEGATE 2

Full Name (as per IC) \_\_\_\_\_

NRIC \_\_\_\_\_

Citizenship \_\_\_\_\_

Gender \_\_\_\_\_

Race \_\_\_\_\_

### DELEGATE 3

Full Name (as per IC) \_\_\_\_\_

NRIC \_\_\_\_\_

Citizenship \_\_\_\_\_

Gender \_\_\_\_\_

Race \_\_\_\_\_

*\*\* Invoice will only be produced upon approval of grant. Should the amount approved be lesser than the total cost fee, the balance will be invoice to the corporation/individual.*

DISCLAIMER: For organisations claiming from HRDC under SBL-Khas scheme, please note that in the event application of grants or claims made through HRDC are unsuccessful, the registering organisation will be liable to make full payment for the course fees. To secure your registration, kindly share the approval of grant from HRDC or provide a Letter of Undertaking (LoU) to the IIA Malaysia Training Team before formal confirmation can be sent from the IIA Malaysia Training Team for the respective training sessions.