

OFFICES MANAGEMENT AND PROBLEM SOLVING



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Introduction

An office runs on systems that few people notice until they fail. Filing breaks down, scheduling collides, supplies run out, and small problems compound into daily friction. This Offices Management and Problem Solving Training Course equips participants to run administrative functions with structure and to resolve the issues that disrupt them. Learners study office organization, records management, workflow design, and proven problem-solving methods. Furthermore, the course covers communication, prioritization, and handling difficult situations with colleagues and visitors. As a result, participants create smoother operations and solve problems systematically rather than repeatedly firefighting the same issues.

Offices Management and Problem Solving Course Objectives

- Organize office functions using workflow mapping and standard operating procedures.
- Apply the 5S method to maintain an orderly and efficient workplace.
- Implement records management with classification, retention, and retrieval standards.
- Manage diaries, meetings, and appointments with effective scheduling techniques.
- Control office supplies and assets through inventory tracking and reorder points.
- Solve problems using the 5 Whys and fishbone diagram root cause tools.
- Apply the PDCA cycle to continuous improvement in administrative processes.
- Prioritize tasks with the Eisenhower Matrix and time blocking.
- Communicate professionally in writing, by phone, and in person.
- Handle complaints, conflicts, and difficult visitors with composure.



Course Methodology

This course combines short lectures with practical administrative labs. Participants map a real office workflow, design an SOP, and run a structured problem-solving clinic on an issue from their own workplace. Trainers use case studies, checklists, and role-play for reception and complaint handling. Group feedback and reflection reinforce improvement. In addition, participants build an office improvement action plan.

Who Should Take This Course

- Office managers and administrative supervisors
- Executive assistants and personal assistants
- Administrative and clerical staff
- Receptionists and front-desk personnel
- Records and document control officers
- Facilities and office support coordinators
- Anyone responsible for office operations and efficiency

Offices Management and Problem Solving Course Outlines

Day 1: Office Organisation and Workflow

- Core functions of an effective office
- Workflow mapping and process documentation
- Standard operating procedures: writing and maintaining them
- The 5S method: sort, set in order, shine, standardise, sustain

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- Workspace layout and ergonomics
- Role clarity and delegation within office teams
- Office organisation assessment exercise

Day 2: Records, Documents, and Information Control

- Records management principles and life cycle
- Classification, indexing, and filing systems
- Retention schedules and legal disposal requirements
- Digital document management and version control
- Confidentiality, data protection, and access control
- Archiving and retrieval efficiency
- Records audit and clean-up workshop

Day 3: Scheduling, Meetings, and Office Communication

- Diary management and appointment coordination
- Meeting preparation: agendas, papers, and logistics
- Minute taking and follow-up action tracking
- Business writing: emails, memos, and notices
- Telephone and reception etiquette
- Handling multiple requests and interruptions
- Professional communication practice

Day 4: Problem Solving and Continuous Improvement

- Defining the problem before solving it



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- The 5 Whys technique for root cause analysis
- Fishbone diagrams for cause classification
- The PDCA cycle: plan, do, check, act
- Prioritization with the Eisenhower Matrix
- Kaizen principles for incremental improvement
- Problem-solving clinic with real cases

Day 5: Handling Difficult Situations and Service Quality

- Managing complaints and difficult visitors
- Conflict resolution between colleagues
- Service standards and response time commitments
- Monitoring office performance with simple KPIs
- Emergency procedures and office continuity basics
- Building an office improvement action plan
- Final assessment and personal development plan

Conclusion

By successfully completing Offices Management and Problem Solving, participants will gain a practical understanding of how to organize office operations and resolve the problems that disrupt them. They will be able to document workflows, manage records and schedules, apply structured problem-solving tools, and handle difficult situations professionally. In addition, they will know how to sustain improvements over time. Gentex Training Center designed this course so that learners return to work with tools that make their office run more smoothly from the first week.





FAQs

Q1 What is the "Offices Management and Problem Solving" course about?

It teaches how to run administrative operations effectively and solve the problems that disrupt them. Participants cover workflow documentation, records management, scheduling, root cause analysis, continuous improvement, and difficult-situation handling through practical administrative exercises.

Q2 What are the key benefits of the "Offices Management and Problem Solving" course?

Participants reduce daily friction and repeated errors, keep records and schedules under control, and solve problems at the root rather than patching symptoms. They also handle complaints and difficult visitors with greater confidence and improve service quality across the office.

Q3 What skills will I gain from the "Offices Management and Problem Solving" course?

You will gain office organisation and workflow documentation, records and information control, structured problem solving and continuous improvement, and professional communication and difficult-situation handling. These four skills combine to make office operations more reliable and efficient.



Q4 What tools, methods, or standards are covered in the "Offices Management and Problem Solving" course?

The course covers the 5S method, standard operating procedures, records retention schedules, the 5 Whys technique, fishbone diagrams, the PDCA cycle, Kaizen principles, the Eisenhower Matrix, and simple office KPI frameworks.

Q5 How is the "Offices Management and Problem Solving" course applied in real-world practice?

Professionals apply it when reorganising filing systems, standardising administrative procedures, preparing meetings and minutes, controlling office supplies, and resolving recurring service complaints. The methods transfer to any administrative role where order and responsiveness determine how well the office performs.