BLACKBIRD FOR TRAINING

Offices Management and Problem Solving

7 – 18 November 2027
Tunis (Tunisia)



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Introduction

Effective office management, time management, and problem-solving skills are essential for maintaining productivity, supporting leadership, and ensuring smooth day-to-day operations in any professional environment. In today's fast-paced workplace, professionals are expected not only to organize tasks and manage priorities efficiently but also to respond to challenges with confidence, structure, and sound judgment. These capabilities are especially valuable for those responsible for coordinating office activities, supporting executives, and maintaining high standards of service and efficiency.

This comprehensive 2-week course is designed to equip participants with the practical knowledge, tools, and techniques needed to improve office management performance, strengthen time management habits, and apply structured problem-solving methods in real work situations. By combining these three areas into one integrated learning experience, the program helps participants develop stronger organizational control, better decision-making ability, and a more proactive approach to handling workplace demands and responsibilities.

Course Objectives

By the end of this course, participants will be able to:

- Understand the importance of office management, time management, and problem-solving in professional success.
- Manage office responsibilities more effectively, including coordination, communication, and executive support.
- Provide professional and organized support to VIPs and senior stakeholders.
- Apply practical time management strategies to improve focus, productivity, and task control.
- Use structured problem-solving techniques to analyze issues and develop effective solutions.
- Strengthen decision-making skills and improve confidence when dealing with workplace challenges.
- Develop a personalized action plan for continuous improvement in office performance and productivity.



Course Outlines

Day 1: Introduction to Office Management, Problem Solving, and Time Management

- Explore the importance of office management, problem-solving, and time management in modern workplaces.
- Identify common productivity barriers and time-wasting activities that affect daily performance.
- Understand the core meaning of problem-solving and the steps involved in a structured problem-solving process.
- Review the role of office management and its contribution to organizational efficiency and professional image.
- Learn the foundations of providing organized and effective support to VIPs and senior management.

Day 2: Setting SMART Goals

- Understand the concept of SMART goals and why they are essential for effective planning.
- Learn how to create goals that are specific, measurable, achievable, relevant, and time-bound.
- Explore how goal setting improves time management and supports better problem-solving outcomes.
- Practice aligning personal and professional goals with daily responsibilities and long-term priorities.
- Develop goal-setting techniques that support consistency, focus, and performance improvement.

Day 3: Prioritization and Planning

- Learn how to prioritize tasks based on urgency, importance, and impact.
- Explore practical planning methods that improve workload organization and reduce stress.
- Create effective to-do lists and schedules that support daily and weekly productivity.
- Understand how time-blocking can help manage competing demands and increase efficiency.
- Apply planning techniques that support better control over deadlines, commitments, and office activities.

Day 4: Delegation and Time Optimization

- Understand the importance of delegation in improving productivity and office workflow.
- Learn how to assign tasks appropriately based on responsibility, capability, and priority.
- Explore techniques for optimizing daily schedules and making better use of available time.
- Review time-saving tips that streamline office routines and administrative processes.
- Develop habits that reduce overload and improve overall time efficiency in the workplace.



Day 5: Problem Identification and Analysis

- Understand the importance of identifying problems clearly before attempting to solve them.
- Explore different types of workplace problems and how they affect performance and outcomes.
- Learn techniques for root cause analysis and accurate problem diagnosis.
- Use structured tools to analyze challenges and gather relevant information before making decisions.
- Strengthen analytical thinking skills that support better judgment and more effective problem-solving.

Day 6: Creative Problem Solving

- Explore creative thinking techniques that generate practical and innovative solutions.
- Learn how brainstorming can be used effectively to expand possible options and ideas.
- Understand the value of mind mapping in organizing thoughts and identifying connections.
- Practice lateral thinking methods to approach problems from new perspectives.
- Build confidence in applying creativity to both routine and complex workplace challenges.

Day 7: Decision Making

- Understand the decision-making process and its role in problem-solving and office management.
- Learn how to evaluate options based on facts, risks, priorities, and expected outcomes.
- Explore methods for making sound decisions under pressure or uncertainty.
- Review common decision-making mistakes and how to avoid them in professional settings.
- Strengthen confidence in choosing appropriate actions and following through effectively.

Day 8: Time Management Tools and Technologies

- Explore digital tools and applications that support time management and productivity.
- Learn how to manage emails, calendars, reminders, and tasks more efficiently.
- Understand how technology can improve workflow control and reduce administrative delays.
- Review practical systems for organizing information and tracking responsibilities.
- Apply modern productivity tools to create more efficient and responsive office operations.

Day 9: Proactive Time Management and Problem Solving

- Develop a proactive mindset that supports better planning and faster response to challenges.
- Learn how habits influence productivity, problem-solving, and daily effectiveness.
- Identify common obstacles that delay progress and reduce professional performance.
- Explore strategies for preventing problems before they grow into larger issues.
- Strengthen personal discipline and consistency in managing time and responsibilities.



Day 10: Personalized Action Plan

- Integrate the key concepts of office management, time management, and problem-solving into one practical framework.
- Create a personalized action plan that reflects individual goals, responsibilities, and workplace needs.
- Set realistic improvement targets for applying the course concepts in professional settings.
- Review the main tools and techniques covered throughout the program.
- Build a long-term approach for sustaining productivity, effectiveness, and professional growth.

Why Attend This Course: Wins & Losses!

- Stronger Office Management Skills: Improve your ability to organize tasks, support executives, and manage office activities effectively.
- Better Time Control: Learn practical strategies to manage priorities, reduce pressure, and increase productivity.
- Enhanced Problem-Solving Ability: Develop structured methods for identifying issues and creating effective solutions.
- Improved Decision-Making: Build confidence in making sound choices in complex or time-sensitive situations.
- Greater Professional Value: Strengthen the skills that make you more effective, reliable, and valuable in any office environment.

Conclusion

This course offers a practical and structured learning experience for professionals who want to strengthen their office management performance, improve productivity, and handle workplace challenges with greater confidence and effectiveness. By combining office coordination, time management, and problem-solving into one comprehensive program, it helps participants build the essential capabilities needed to succeed in demanding professional environments.

By the end of the program, participants will be better prepared to manage their responsibilities with greater clarity, support others more effectively, solve problems more confidently, and create a more organized and productive working environment. This course is an excellent opportunity for anyone who wants to improve their professional performance and become a stronger contributor to workplace success.

