



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 23 November 2025 To 27 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

The "Problem Solving and Decision Making for Admins" course is designed to equip administrative professionals with the essential skills needed to identify issues, assess solutions, and make informed decisions. Throughout this five-day program, participants will engage in interactive sessions, real-world scenarios, and hands-on activities to enhance their problem-solving capabilities and decision-making processes.

### Objectives

- Understand the fundamentals of effective problem solving and decision making.
- Develop analytical skills to assess problems systematically.
- Learn decision-making models and frameworks to use in various situations.
- Enhance critical thinking and creativity in problem-solving.
- Apply strategic decision-making skills to real-world administrative scenarios.

## Course Outlines

### Day 1: Foundations of Problem Solving and Decision Making

- Introduction to Problem Solving and Decision Making
- Understanding the Administrative Context
- Identifying and Defining Problems
- Distinguishing Between Symptoms and Causes
- Overview of Problem Solving Tools and Techniques

### Day 2: Analytical Problem Solving Techniques

- Gathering and Analyzing Information
- Critical Thinking and Asking the Right Questions
- Using Data to Inform Decision Making
- SWOT Analysis for Admins
- Hands-On Case Study: Analyzing Administrative Challenges

### Day 3: Creative Problem Solving and Innovation

- Introduction to Creative Problem Solving
- Brainstorming and Mind Mapping Techniques
- Overcoming Barriers to Creativity
- Applying Lateral Thinking
- Group Activity: Developing Innovative Solutions

### Day 4: Decision-Making Models and Strategies

- Understanding Decision-Making Processes
- Exploring Decision-Making Models
- Risk Assessment and Management in Decision Making
- Utilizing Decision Trees and Matrices
- Simulation: Making Strategic Administrative Decisions

## **Day 5: Implementing and Evaluating Solutions**

- Developing an Action Plan
- Communicating Decisions Effectively
- Monitoring and Evaluating Outcomes
- Learning from Successes and Mistakes
- Course Review and Feedback