



**Workshop on Master-class for Executive Secretaries and PAs:
Competent, Calm and Creative Executive Support**

June 15 – 19, 2026

Venue: Premier Inn London Stratford hotel
9, International Square, Westfield Stratford City,
Mountfitchet Rd, London E20 1EE

Course Fee: \$5,500 per Participant

Program overview:

Today's executive business managers are looking for professional administrators whom they can rely on to be their right-hand person, and who have the ability to be involved in the growth of the business and handle clients. A recent report by the International Association of Administrative Professionals (IAAP) revealed that the administrative professional's role has changed dramatically, and many are involved in executive work more than ever before. The profile of the work required to be done by Secretaries, Office Managers, and PAs now require a concerted combination of management, interpersonal and technical expertise including a creative work attitude.

FOR WHOM:

This program is designed carefully to enhance existing skills of Executive Secretaries, Personal Assistants, Office Managers and Team Leaders, Administrative Assistants and Co-coordinators, Business Support Executives.

Learning objectives:

At the end of the course, participants will be able to:

- shift from Executive PA to business partner;
- list and explain what your boss needs from you without being told;
- improve your professional relationship with your boss;
- effectively organize your workflow;
- use project management and party planning techniques;
- maximize your value to the organization;
- work effectively with different communication styles;
- use diary effectively, email management strategies and other internet tools;
- learn how to be assertive without causing offence;
- acquire skills to effectively influence management; and
- build practical win-win negotiation skills.

Course outline:

Day 1: Building a Strategic Partnership with your Manager

- Orientation, Introductions and scene setting
- The skill set of a world class EA/PA
- Identifying and understanding Leadership Styles

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

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- Recognizing more effective ways to support your manager
- Developing a personal brand
- Understand how to develop and expand your role

Day 2: Making an Impact through excellent Communication Skills

- Building Your Confidence
- Developing assertiveness without causing offence
- Understanding and working with different Communication styles
- How to influence through non-verbal communication
- Effective Listening and Questioning
- Expanding your influence and effectiveness

Day 3: Blending with the Executive Team

- Understanding and working with different working styles
- Understanding Team dynamics
- The fundamentals of making an impact
- Delegation, feedback and building a motivated team
- Problem Solving and making the best decisions
- Using Coaching and Mentoring to inspire and motivate

Day 4: Refining your Role & Increasing your Management Potentials

- Understanding the basics of performance management
- Running effective meetings
- Effective Time Management
- When things go wrong – how to resolve conflict
- Refining your Influencing skills
- Expanding your toolbox of management skills

Day 5: The Calm and Creative Executive Assistant

- Gain and understanding of the main causes of stress
- Develop the tools to make stress manageable
- Refining confidence and belief in oneself
- Developing emotional intelligence and resilience at work
- Appraisals and how to prepare for them
- Making a memorable presentation

This course package includes: Course material in soft copy, Tea break, Lunch, City tour, and certificate of attendance.

A Core 1.5 laptop with the soft copy of the course material loaded with a carrying bag will be presented to the participants at the end of the course.

Note: Payment is either U\$D or the prevailing parallel market rate. We do not accept government official rate.

Training Methodology

- **Methodology:** Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods

For bookings and inquiries, call: +234-8051365946, +234-7087578814 (Office Lines)
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