



Workshop on Management & Leadership Skills for Administrative Professionals

April 15 – 19, 2024, 1st Run: Lagos & Abuja
October 21 – 25, 2024, 2nd Run: Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 USD for foreign
Participants**

Program overview:

Today's leaders expect you to have the management skills it takes to manage your time ... set priorities ... and get results without micro management. In fact, every skill you have today is a management and leadership skill. From project management to communication to handling office politics, this workshop takes your skills and weaves in a leadership approach guaranteed to take your skills to the next level.

When you return to work, you'll become a leader who gets results. And that comes with recognition and opportunity.

For whom:

This program is designed for Administration Assistants, Personal Assistants, Secretaries, Supervisors/Team Leaders, Office Managers, and any individual working in the office support field

Learning objectives:

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

- manage competing priorities with less stress;
- give feedback that gets results;
- handle difficult people with confidence;
- get things done through others — easily;
- defuse conflict with finesse;
- identify negotiation opportunities they face every day;
- embrace change and using it to their advantage;
- solving problems without turning to their bosses; and
- apply acquired skills to lead and manage others for higher productivity.

Course outline:

Day 1: Your Role as a Manager and Leader

- How the admin role is changing and why more is coming your way?
- How to effectively assume a leadership role when you're not officially in charge
- Delegation how-to — get more done through others
- Understand what your boss and/or bosses expect of you
- Confidently know when to handle it yourself or take it to your boss

Day 2: Communicating with Influence and Confidence

- Secrets to creating clear, concise communication
- Creating the communication loops, you need to stay in the know
- Not too pushy — and not a pushover: assertive communication musts
- Presentation dos and don'ts — what every leader must know
- Nonverbal communication dos and don'ts
- The art of active listening and how to use it to your advantage

Day 3: Managing and Leading People

- What is leadership?
- How to lead when you aren't in the position of authority
- What to do when you've been given authority and your peers don't accept it
- How to get things done through others — the art of delegation
- The keys to effective feedback that get results (and keeps you in the loop)
- Leadership and motivation: tips from today's top leaders

Day 4: Decision-Making & Problem-Solving Skills

- Keys to breaking down tough, complex problems into manageable parts
- Top problem-solving techniques that'll help you reach decisions more quickly
- How to efficiently solve problems in a group
- A quick model guaranteed to help you make the right decisions
- Know when to bring a problem to your boss ... and when you shouldn't
- Handling Change with Confidence
- Types of change you could face and how to deal with them
- Dealing with those who refuse to accept change
- Ideas for handling stress and anxiety that comes with change
- How to get things done when priorities are shifting?

Day 5: Negotiating with and Managing Vendors & Suppliers

- How to negotiate for great prices, terms, and service
- How to handle difficult people
- Tips for exuding power and influence
- Prioritization, Time Management, and Project Management Essentials
- Aligning your priorities with your boss'
- Developing realistic project plans
- Setting Priorities
- Finance and budgeting tips that key project managers need to know
- Office Politics, Difficult People & High-Stress Situations
- How to keep from getting caught in the middle of others' issues
- Conflict management techniques that'll keep stress at bay
- Find out your emotional IQ and why it's so important

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814

24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664, & 234-9112830607

Training Methodology

Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods.