



# Human Capital

Associates Global Consult Ltd

RC: 1462051

## Workshop on Advanced Office Management & Effective Administration Skills

### For Senior Secretaries and Office Managers

May 18 – 22, 2026, 1<sup>st</sup> Run: Lagos & Port Harcourt

November 9 – 13, 2026, 2<sup>nd</sup> Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Online course fee: N300, 000 per Participant

### Available for In-plant Training

700 U\$D for foreign  
Participants

### Course Overview:

This advanced-level program is designed to enhance the strategic, operational, and interpersonal capabilities of senior secretaries, office administrators, executive assistants, and office managers. The course equips participants with modern management techniques, administrative best practices, and leadership skills required to run a highly efficient office environment.

In an era of rapid organizational change and increased executive demands, administrative professionals must excel not only in traditional office tasks but also in problem-solving, decision-making, digital communication, and team coordination. This course blends practical tools with real-world scenarios to help participants elevate their roles from support functions to proactive, strategic partners within their organizations.

### For Whom:

This course is designed for Senior Secretaries, Executive/Personal Assistants, Office Managers and Supervisors, Administrative Officers and Coordinators. Professionals aiming to enhance their advanced administrative and office management capabilities will also benefit from this course.

### Learning Objectives

At the end of this program, participants will be able to:

- implement advanced office management systems to improve workflow and productivity.
- apply effective administrative procedures for planning, organizing, and prioritizing tasks.
- support senior executives through improved communication, reporting, and decision-support skills.
- navigate digital office tools to manage information, documents, schedules, and teams more efficiently.
- demonstrate leadership, emotional intelligence, and professional business etiquette.
- manage challenging behaviors and resolve conflicts within the office environment.
- coordinate projects, meetings, travel, and events using modern tools and frameworks.

### Course outline:

#### Day 1: The Strategic Role of the Modern Office Manager

##### Understanding the Evolving Administrative Profession

- Shifting responsibilities of senior secretaries and office managers
- From support role to strategic business partner
- Core competencies for modern administrative leadership

##### Advanced Office Management Foundations

- Office structure, workflow design, and process improvement
- Managing priorities, expectations, and changing executive demands
- Key administrative standards and best practices

##### Planning, Organizing & Time Optimization

- Advanced prioritization models (Eisenhower, Covey, ABC)
- Managing high workload environments
- Techniques for handling multiple executives or teams

#### Day 2: Communication Excellence & Interpersonal Mastery

##### Professional Communication Skills

- High-impact business writing: memos, emails, reports
- Crafting clear, concise, and actionable messages

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

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogbia Industrial Scheme, Ogbia, Ikeja – Lagos

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- Modern etiquette in digital communication

### **Interpersonal Intelligence & Executive Support**

- Building trust with executives and teams
- Understanding leadership styles
- Practicing diplomacy, discretion, and confidentiality

### **Conflict Resolution & Difficult Personalities**

- Identifying behavior types and common stressors
- Techniques for de-escalation and positive communication
- Managing office politics professionally

**Class exercise:** Editing and improving real emails/memos

**Role-play:** Handling difficult conversations

## **Day 3: Digital Office Management & Information Systems**

### **Technology for the Advanced Administrator**

- Smart office tools (MS Office 365, Google Workspace, project tools)
- Digital calendars, scheduling systems, shared drives

### **Records & Knowledge Management**

- Document control, archiving, retention policies
- Managing confidential and sensitive information
- Best practices for digital filing systems

### **Workflow Automation & Efficiency Tools**

- Introduction to simple automation tools
- Using templates, checklists, and dashboards
- Streamlining repetitive tasks

**Practical Activities:** Designing a digital filing structure

## **Day 4: Leadership in Administration & Team Coordination**

### **Becoming a Proactive Office Leader**

- Leading without authority
- Influencing team performance
- Developing administrative leadership traits

### **Supervising Support Staff**

- Delegation strategies
- Coaching and mentoring junior staff
- Monitoring performance and giving feedback

### **Project, Meeting & Event Management**

- Planning and coordinating meetings
- Organizing corporate events and travel logistics
- Minute-taking and action-tracking methods

**Practical Group Session:** Creating a meeting plan and event checklist

### **LOCATIONS**

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

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

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

In-plant Fee Negotiable

### **WORKSHOP FEE:**

**Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250**

**Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000**

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  
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## **Day 5: Problem-Solving, Decision-Making & Professional Excellence**

### **Advanced Problem-Solving Tools**

- Root-cause analysis (Fishbone, 5 Whys)
- Creative thinking for administrative challenges
- Decision-making frameworks

### **Administrative Ethics & Professionalism**

- Workplace standards
- Handling confidential information
- Professional etiquette & corporate representation

### **Customer Service Excellence**

- Delivering exceptional service to internal and external clients
- Managing expectations
- Service recovery strategies
- Creating personal productivity improvement plans

**Training Methodology:** The program is highly interactive and incorporates instructor-led presentations, group exercises, case studies, and role-plays. Participants leave with actionable tools and templates that can be immediately applied in the workplace.

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