



Workshop on Business Etiquette, Protocol and Logistics Management

For Senior Administrative Executives & PAs

March 4 – 8, 2024, 1st Run: Lagos & Abuja

September 2 – 6, 2024, 1st 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:

This program covers full range of conventions, rules, customs, and expectations that professional administrative managers, personal assistants and protocol officers must master in order to successfully interact professionally with customer “internal & external” VIPs and high level business people.

Participants will learn the written and unwritten rules of official protocol, business etiquette, customer relations, logistics management as well as international cultural norms and variations.

This course is ideal for officials, whose role includes facilitating important and high level logistics arrangements, handling VIPs and managing formal events.

For whom:

This program is designed for Administrative managers/officers, Personal Assistants, Executive Secretaries, Protocol officers, Public Relations Personnel, Event Planners, Managers and Coordinators, Administrative Personnel responsible for coordination of events and staff involved in protocol and handling VIPs and Diplomats.

Learning objectives:

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

- strengthen their protocol and etiquette skills in handling dignitaries and VIPs;
- acquire skills to navigate today’s culturally diverse business environment;
- develop skills in managing VIPs visits, meetings, ceremonies and special events;
- identify the various tasks in management of events and the human and physical resources required to stage successful events;
- acquire skills to organize events without the help of event coordinators thus saving the organization some money;
- display acceptable manners and respect for others;
- take control of their first impression and create a positive professional image;
- network effectively and build rapport with clients, colleagues’ vendors;
- communicate with polished language skills and write professional emails;
- send the right message through your personal presentation, body language and posture; and
- manage difficult situations with composure and confidence;

Course outline:

Day 1: The Management Function: Office Management

- The role and responsibilities of office Management & Effective Administrators
- What is the office management professional place, role and objectives in the organization?
- How the organization culture depends on the image/role of the office management Professionals
- Employee code of ethics and employee proprietary agreements
- Managing supervision / corrective action
- Authority vs. behavioural, administrative and technical responsibilities
- Managing administrative performance and the processes
- Setting management objective and maintaining standards

Day 2: Definitions of Etiquette and Protocol

- The Importance of Etiquette in Business
- The Importance of Protocol in Business
- Protocol procedures;
- Introductions, titles and forms of address;
- Proper order of precedence;
- Business and social etiquette;
- Dress and grooming;
- Dining and table manners;
- Etiquette in giving and receiving gifts;
- VIP visits, itineraries, overseas travel and arrangements;
- Handling cultural differences.

Guest Relations

- Gaining Guests' Respect
- Understanding Human Relations
- Professional Hand-Shaking
- Giving Business Cards in a Proper Way
- People's Names (Pronunciation and Remembering)
- Managing customer expectations by personality type
- Dealing with difficult customers
 - Why customer satisfaction is based on perceptions

The Ideal Host

- Key Qualities of the Ideal Host
- Dealing with Different Types of Guests
- Handling Difficult Personalities
- Dealing with Guests' Complaints
- Handling Guests' Complaints in a Timely Manner

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**

- Perception and Business Relations

Day 3: Developing Essential Communication and Interpersonal Skills

- Communicating Effectively – Written and Oral
- How to be an assertive communicator
- How to set boundaries without saying "no"
- Dealing with difficult personalities and situations
- Confident body language and voice usage
- Making good presentation

Day 4: Working with your Boss and your Team

- Developing a strategic partnership with your boss
- Keeping on top of calendars, appointments and schedules
- Organizing, attending and monitoring meetings
- Managing conflict & learning to listen
- How to prepare for taking leave

Professionalism in the Workplace

- Business etiquette:
 - Dressing, gender issue in workplace
 - Receiving Visitors, Telephone Manners
 - Business Travel / Logistics Arrangements
 - Making travel and accommodation arrangements.
- Handling the Phone Professionally
- Writing friendly and professional emails
- Social media and technology suaveness
- Event planning

Day 6: Leading self and others in an Emotionally Intelligent Way

- **Effective time management for personal effectiveness**
 - Managing Self for Effective Time Use
 - Setting priorities/ Setting Smart Goals
- **Understanding Emotional Intelligence**
 - Enhancing self-awareness,
 - Empathy: Social awareness,
 - Delegating tasks and responsibilities,
 - Influencing and inspiring people,
 - Identifying personality disorders
 - Managing difficult behaviour & poor performance
- **Building an Emotionally Intelligent Team**
 - EQ for building trusting relationships,
 - Case Studies

Training Methodology

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