



## Workshop on Advanced Office Management & Effective Administration Skills

### For Senior Secretaries and Office Managers

March 4 – 8, 2024, 1<sup>st</sup> Run: Lagos & Port Harcourt

September 2 – 6, 2024, 2<sup>nd</sup> Run: Lagos & Abuja

**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 U\$D for foreign  
Participants**

### Program Overview:

This program on Advanced Office Management & Effective Administrative Skills will help participants develop and refine the skills needed to excel as senior office managers / Executive Assistants / Executive Secretaries and PAs. It will explore in depth the interpersonal, behavioral, technical and leadership skills needed to ensure participants are well prepared for the challenges of working with a variety of management styles.

Participants will also learn how to stay in control whilst dealing with conflicting priorities.

This training will provide participants with practical overview of their roles and responsibilities and the essential technical skills, knowledge and attitudes required to fulfill these roles successfully.

### For Whom:

This program is designed for office Secretaries, Office administrators / Managers, Administrators, Personal assistants, and executive assistants, Administrative professionals and support staff. Equally suitable for those who perform the tasks within Administrative or Secretarial functions wishing to improve their skills

### Learning objectives:

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

- prioritize and cope with multiple tasks;
- see the office management & administration duties as part and parcel of the organization's business goals;
- develop the skills necessary to plan, make effective decisions and solve problems, and handle pressure;
- apply practical techniques to improve communications skills;
- explain how to manage challenging behaviours;
- apply assertiveness to be more effective in the workplace; and
- lead team members with emotional intelligent skills.

### Course outline:

#### Day 1 – The office Manager / Executive Administrators' roles & Responsibilities: Overview

- The roles and responsibilities of Office Managers & Executive Administrators in today's business organizations
  - **Office Management Professional's place, role and objectives in the organization**
    - How the organization's culture depends on the role of the Office Management Professional?
  - **Deploying organizations' policies and procedures**
    - Managing the supervision/corrective action
  - **Managing administrative performance and the processes**
    - Setting objectives and maintaining standards in the organization
    - Identifying common challenges in modern office management

#### Day 2 – Developing Advanced Communication and Interpersonal Skills

- Improving communications within and existing team
- Developing good oral communication and listening skills
  - Communicating assertively

### Reporting to management

- Negotiation skills & techniques
- Comparison of telephone /face to face / written communication, their effectiveness, suitability for different situations
- Dealing with Difficult people and solving problems
- **Using interpersonal skills to influence and persuade stakeholders to achieve department objectives.**
  - Influencing, persuading and communicating decisions to ensure that management listen and acts
  - Presentation skills: Getting people behind your ideas
- **Demonstrate administrative expertise and develop, implement and ensure compliance with organizational systems, processes and procedures**
  - Actively review and recommend improvements to organizational systems, processes and procedures
  - Establish checking procedures and ensure quality of work

### Day 3: Resources Planning and Team Management

- **Developing good Planning skills**
  - Allocating human resource to task and projects
  - Monitoring performance: Team & Self
  - Team appraisal and review
  - Managing team issues using coaching techniques
  - Disciplinary issues and procedures
  - Painless Methods for Giving Corrective Feedback
  - Best Practices for Delivering Positive Feedback
- **Project management approaches for support staff**
  - Prioritization approaches and techniques
  - Time management
  - Identifying and dealing with pressure points
- **Implementing action plans**

### Day 4 - Implementation/Administration Guidelines to apply and implement the skills learned

- **Creating links between organizational strategy and administration goals and their implementation**
- **Creating partnership with management team that turns strategies into results**
  - management understand the human capital dimension of each of the organization's key business priorities
- **Creating competitive advantages for the organization**
  - Action planning and transfer of knowledge and skills to work

### Day 5: Creating positive work environment and

#### Leading a balanced life

- Leading with emotional intelligence at work
  - Overcoming the problem of ego in the workplace
- Creating a healthy and inspiring work environment
  - Running effective workplace meetings
  - Supporting staff which are having stress issues
  - Creating fair workloads and monitoring staff stress levels
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- **Balancing your Work-Life and Managing Stress**
- What is Work-life balance and skills needed to achieve work life balance
  - Prioritization, time management and delegation
  - Regain a sense of “sustainable equilibrium” and balance
    - Managing stress in the workplace
      - Stress defusing techniques
- **Maintain your poise**
- Creating a development plan
- Real wealth equals happiness, fulfillment plus discretionary time

#### 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.