



The Effective Personal Assistants Course

June 29 – July 3, 2026, 1st Run: Lagos & Abuja

December 7 – 11, 2026, 2nd Run: Lagos & Port Harcourt

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 \$D for foreign
Participants**

Course Overview:

The role of a Personal Assistant (PA) has evolved far beyond basic administrative duties. Modern PAs are strategic partners who support executives, manage complex workflows, communicate with stakeholders, and contribute to organizational success.

This course equips participants with the skills, tools, and professional behaviours needed to perform efficiently, anticipate needs, and manage responsibilities with confidence. Through practical exercises, simulations, discussions, and hands-on tasks, participants will learn to excel in areas such as communication, organization, time management, technology, and professional etiquette.

For Whom:

This course is designed for Personal Assistants (PAs), Executive Assistants (EAs), Office Managers and Administrators, Secretaries and Administrative Professionals, New or aspiring PAs/EAs, Support staff preparing for more advanced administrative roles. Anyone seeking to enhance organizational and executive support skills will benefit from this course

Learning Objectives:

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

- demonstrate structured workflow management and advanced office organization;
- manage schedules, travel arrangements, meetings, and events effectively;
- communicate clearly and professionally, both verbally and in writing;
- interact confidently with executives, clients, and colleagues;
- apply active listening and assertiveness techniques;
- anticipate the needs of executives and support strategic priorities;
- prepare briefings, reports, and essential documents;
- handle confidential information with professionalism and discretion;
- prioritize tasks using proven tools and methodologies;
- manage competing deadlines and reduce work-related stress;
- utilize productivity tools (MS office, calendars, task managers, communication platforms);
- apply digital file management, e-mail etiquette, and online scheduling strategies; and
- demonstrate confidence, problem solving, self-management, and emotional intelligence.

Course Outline:

DAY 1 – The Modern Personal Assistant

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, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: www.hcaglobalconsult.com: Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

Understanding the Role & Building a Professional Foundation

- The Evolving Role of the Personal Assistant
 - From traditional support to strategic partnership
 - Key competencies of high-performing PAs
- Understanding Executive Needs & Working Styles
- Professional Image, Ethics & Confidentiality
- Effective Communication Fundamentals
- Exercise: PA Role Mapping & Skill Gap Analysis

DAY 2 – Communication & Interpersonal Effectiveness

Becoming a Confident, Clear, and Influential Communicator

- Advanced Verbal, Written & Digital Communication
- Email and Messaging Etiquette
- Active Listening & Questioning Techniques
- Building Relationships and Managing Difficult Personalities
- Telephone & Front-Desk Protocols
- Exercise: Professional Writing Clinic & Call Simulation

DAY 3 – Executive Support, Meetings, and Travel Coordination

Supporting Leaders with Precision and Initiative

- Diary & Calendar Management Mastery
- Coordinating Meetings & Preparing Minutes
- Event Planning Essentials
- Travel Planning and Itinerary Creation
- Briefings, Reports & Document Preparation
- Exercise: Create a Full Executive Schedule & Trip Plan

DAY 4 – Time Management, Organization & Productivity Tools

Working Smarter, Managing Workflows, and Reducing Stress

- Prioritization Techniques (Eisenhower Matrix, ABC Method, etc.)
- Task & Workflow Management Tools
- Digital Skills for PAs
- MS Office, Google Workspace, scheduling tools
- Managing Interruptions & Setting Boundaries
- Office Organization & Filing Systems (digital and physical)
- Exercise: Build a Personal Efficiency System

DAY 5 – Personal Effectiveness, Emotional Intelligence & Professional Development

Becoming a Reliable, Adaptable, and Proactive Professional

- Emotional Intelligence & Stress Management
- Problem-Solving & Decision Support for Executives
- Negotiation & Assertiveness Skills
- Representing the Executive in Meetings & Communications
- Career Development for PAs & EAs
- Capstone Activity:
 - Produce a complete PA Action Plan integrating all skills learned
 - Individual feedback and coaching.

Training Methodology

- Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teachings/learning methods.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, 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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