



Workshop on Achieving Administrative Excellence

April 15 – 19, 2024, 1st Run: Lagos & Port Harcourt

October 7 – 11, 2024, 2nd 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 USD for foreign
Participants**

Program Overview:

Administrative excellence pertains to the quality of work and the caliber of service that you provide in carrying out your responsibilities. Excellence by definition exceeds the routine expectations of managers, coworkers, and other customers, but it is a standard first set by you. It is something that many aspire to and work hard to deliver.

Excellence means “you are better today than you were yesterday, but not as good as you will be tomorrow.” With that understanding, you can see there is no finish line. Excellence is a commitment to continually do and give your best. Administrative Professionals perform some of the toughest functions in an office. Not only are you required keeping pace with ever-changing technology, you need to work with and through many people to meet deadlines, resolve conflicts, gather information, and coordinate schedules and logistics.

For whom:

Managers who want to know the secrets of employee engagement, how it leads to improved productivity and customer service and how to encourage employees to go the extra mile. More so, this program is tailored to meet the needs of HR Business Partners, as well as supervisors and managers whose primary responsibility is to engage and motivate their staff.

Learning objectives:

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

- set and achieve short and long-term goals;
- communicate confidently and clearly at all levels;
- present themselves professionally in meetings and presentations;
- organize themselves, their office, and their executives more effectively;
- manage their time more effectively for increased productivity;
- know and explain the secrets and pitfalls of ineffective communication;
- building effective work partnership with their bosses;
- manage their emotions, stress and motivation levels; and
- apply acquired skills for organizing any project, meeting or event deadlines.

Course outline:

Day One: Mastering your Workload

- What is your personal and work vision?
- Managing your day to achieve maximum results
- Organizing personal work priorities and goal setting
- Organizing your desk for maximum efficiency
- Setting up administrative systems and procedures that work
- Time Management secrets to adopt and time wasters to avoid

Day Two: Essential Communication Skills

- Common communication styles
- 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

Day Three: Working with your Boss and your Team

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

Day Four: Professionalism in the Workplace

- Handling the Phone Professionally
- Business Etiquette Essentials
- Writing friendly and professional emails
- Social media and technology suaveness
- Event planning
- Making presentations

Day Five: Self and Stress Management

- How to create the success mind set?
- How to remain motivated and passionate about work
- Handling stress and pressure and anger at work
- Work life balance – how to achieve it.
- Taking care of yourself

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.