



Office Management and Administration Workshop

February 12 – 16, 2024, 1st Run: Lagos & Port Harcourt

August 12 – 16, 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 U\$D for foreign

Participants

Program Overview:

The ever-increasing business dynamics has forced the development of new techniques in office management. The office worker is a vital spoke in the wheel of administration. The function and role of office management is continually developing to take account of the vast growth in mechanization, development in the field of electronic information and communication handling.

For whom:

This program is designed for Secretaries, office Managers, Clerical Officers and Assistants, Personal Assistants and Executive Assistants. Administrative officers and Assistants will equally benefit from this program.

Learning objectives:

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

- demonstrate improved sense of responsibility for re-examining the strategic importance of their positions for administrative efficiency within their organizations;
- discuss techniques for the effective and efficient management of office resources;
- analyze situations and problems to determine appropriate actions required under pressure from external influences and hierarchical authority; and
- demonstrate improved skills of communication and documentation.

Course outline:

Day 1: Nature of Business Organization: An Overview

- Routines functions of an Office Manager
- Keeping of Accurate Records
- Provision of business and logistic supports to line managers
- Travels and protocols management

Day 2: Office Management.

- Managing Office Workspace / Arrangement
- Effective record keeping/routine management
 - Documents and Mails Handling
 - Files Management and Information Retrieval
- Office Productivity improvement
- Office Work Simplification, o Managing Office Resources

Day 3: Effective Communication, Telephone skills;

- Developing effective communication and Interpersonal skill in the office
 - Communicating Effectively – Written and Oral
- Managing meetings/ Conferences
- Managing Office Correspondence
- Report writing, o Minutes writing, o Memos, o technical report
- Customer Care and Service;
- Managing Your Boss

Day4: Basic Accounting and Bookkeeping Systems

- Cash Transaction records and management / cost management techniques
- Procurement and management of company assets
- Contract and vendor management

Day 5: Time and Self-Management for Personal Effectiveness

- Effective time management for personal effectiveness
 - Managing Self for Effective Time Use
 - Setting priorities/ Setting Smart Goals
- Effective Delegation
- Health and safety issues in the work environment
- Office Ergonomics
- Work ethics and positive work attitude
- Self-Comportment and personal carriage

Training Methodology

Lectures, discussions, exercises, and case studies 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 - 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
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& 234-9112830607**