



Workplace Ethics & Behavior Modification for Corporate Drivers

February 14 – 15, 2026, Lagos & Abuja
March 21 – 22, 2026, Lagos & Port Harcourt
May 2 -3, 2026, Lagos & Port Harcourt
June 6 – 7, 2026, Lagos & Abuja
August 15 – 16, 2026, Lagos & Port Harcourt
September 19 20, Lagos & Abuja
October 31- November 1, 2026, Lagos & Abuja
December 5 – 6, 2026, Lagos or Port Harcourt
For Tutor -Led Class: 9am – 4:30pm
Workshop fee: Lagos: N100, 000 per Participant
Abuja / Port Harcourt: N150, 000 per Participant
Available for In-plant Training

Course Overview:

This course provides participants with practical insights into workplace ethics and **organizational behaviors**, enabling them to understand workplace expectations, communication dynamics, emotional intelligence, and the impact of personal behavior on organizational goals. Participants will explore core principles of **workplace ethics**, including confidentiality, punctuality, respect, integrity, accountability, and adherence to organizational policies.

A key component of the program focuses on **behavior modification**, where drivers learn strategies for developing positive habits, correcting unproductive behaviors, managing stress, avoiding conflict, and maintaining consistent professional conduct on and off the road. Real-life scenarios, role-playing, and reflective discussions help participants apply concepts to their daily responsibilities.

By the end of the course, participants will be better prepared to demonstrate professional behaviors, uphold organizational values, and contribute to a safe, ethical, and respectful workplace environment.

For Whom:

All corporate Drivers, Dispatch Riders and their Supervisors

Learning Objectives

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

- explain the concept of organizational behavior and its relevance to the role of corporate drivers.
- demonstrate an understanding of organizational culture, hierarchy, policies, and expected workplace conduct.
- recognize unethical behaviors (e.g., misuse of company property, dishonesty, negligence) and their consequences.
- apply ethical decision-making skills in challenging or ambiguous work situations.
- apply effective communication skills when interacting with supervisors, colleagues, clients, and senior executives.
- exhibit emotional intelligence by managing emotions, showing empathy, and maintaining professionalism under pressure.
- use behavior modification techniques such as self-monitoring, feedback response, and goal-setting to improve professionalism.
- develop a personal improvement plan to support continued professional growth and workplace excellence.

Course Outline:

Day 1: Organizational Behavior & Professional Conduct

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

Module 1: Introduction to Organizational Behavior (OB)

- Understanding organizational structures (hierarchical, matrix, functional)
- Role of corporate drivers within the organization
- Drivers' Behavioral expectations and performance culture
- Respect, courtesy, and positive interpersonal relations

Module 2: Communication Skills for Corporate Drivers

Hierarchical communication – how to speak to senior staff professionally

- Verbal and non-verbal communication
- Clear, concise, and respectful interaction with executives, colleagues, and clients
- Active listening and confidentiality
- Handling difficult passengers professionally

Module 3: Workplace Conduct & Corporate Protocols

Respect for workplace policies and authority

- Time management, punctuality, and prioritizing tasks
- Grooming, dress code, and corporate driver appearance standards
- Understanding hierarchy and professional boundaries
 - Consequences of unprofessional behaviour
- Following SOPs, reporting lines protocols

Day 2 Module 1: Workplace Ethics for Corporate Drivers

- Understanding ethics: personal values vs. organizational values
- Honesty, trust, and transparency
- Ethical dilemmas drivers face and how to handle them

Module 2: Behavior Modification Principles

- Why behavior matters in service roles
- Positive and negative reinforcement
- Habit formation and breaking counterproductive behavior
- Identifying behavioral triggers (stress, fatigue, conflict)
 - Managing personal stress to prevent misconduct
- Building discipline and consistency

Module 3: Attitude & Professional Disposition

- Developing a positive attitude toward work
- Managing stress, frustration, or provocation
- Emotional maturity and patience while driving
 - Self-awareness and anger management
- Dealing with feedback, correction, or disciplinary actions
- Vehicle cleanliness and presentation as a reflection of the organization
- Action plan for personal improvement

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: N100, 000 per Participant, VAT-N7,500
Abuja / Port Harcourt: N150, 000 per Participant, VAT-N11,250**

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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