



### **Workshop on Administrative Office Procedures and Management**

March 10 – 14, 2025, 1<sup>st</sup> Run: Lagos & Abuja

September 1 – 5, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 U\$D for foreign  
Participants**

#### **Program overview:**

This course provides a comprehensive understanding of the essential administrative office procedures and management skills required in a modern office environment. It covers various aspects of office administration, including office organization, communication, record management, scheduling, and the use of office technology. The course aims to equip participants with the knowledge and skills necessary to efficiently manage office operations and support organizational goals.

#### **For Whom:**

The course is designed for a diverse group of individuals who are either looking to enter the field of office administration or enhance their existing skills to advance their careers. The primary target audience includes: Aspiring Administrative Professionals, Current Administrative Assistants, Office Managers, Small Business Owners and Entrepreneurs, and Human Resources Professionals will all benefit from this course.

#### **Learning objectives:**

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

- explain the roles and responsibilities of administrative professionals.
- develop effective communication skills for a professional office setting.
- learn the principles of office organization and management.
- master techniques for managing records and information.
- gain proficiency in using office technology and software.
- develop skills for managing time, tasks, and schedules effectively.
- explain the importance of professionalism and ethics in the workplace.

#### **Course Outline**

##### **Day 1: Module 1: Introduction to Office Administration**

- Overview of office management functions and responsibilities
- Importance of effective office procedures in organizational success

##### **Module 2: Time and Task Management**

- Techniques for prioritizing tasks and managing time effectively
- Strategies for overcoming procrastination and staying organized

##### **Day 2: Module 1: Organizational Skills**

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

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- Organizing physical and digital workspaces for efficiency and productivity
- Managing files, documents, and supplies in the office environment

**Module 2: Communication Skills**

- Developing effective verbal and written communication skills
- Phone etiquette, email etiquette, and professional correspondence

**Day 3: Module 1: Record Keeping and Documentation**

- Establishing and maintaining efficient filing systems
- Data entry, information management, and confidentiality protocols

**Module 2: Office Technology Proficiency**

- Introduction to common office software applications
- Word processing, spreadsheet management, presentation software, and database management

**Day 4: Module 1: Office Equipment and Resource Management**

- Understanding office equipment and resources
- Maintenance, procurement, and budgeting for office supplies and equipment

**Module 2: Meeting and Event Coordination**

- Planning and organizing meetings, conferences, and events
- Scheduling, logistics, and coordination of resources

**Day 5: Module 9: Customer Service and Reception Management**

- Providing excellent customer service in the office environment
- Managing reception duties, greeting visitors, and handling inquiries

**Module 2: Office Policies and Procedures**

- Understanding office policies, procedures, and protocols
- Compliance with legal and regulatory requirements in office administration

**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 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**  
In-plant Fee Negotiable

**WORKSHOP FEE:**

**N300, 000 per participant, VAT –N22, 500**

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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