

Support Staff and Administrative Assistants Workshop

February 24 – 28, 2025, 1st Run: Lagos & Port Harcourt

August 18 – 22, 2025, 2nd Run: Lagos & Abuja

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:

Support Staff and Administrative assistants provide support to managers, other employees, and office visitors by handling a variety of tasks in order to ensure that all interactions between the organization and others are positive and productive. They are responsible for managing and distributing information among their co-workers and handling administrative requests and queries from senior managers amongst other things.

This program is therefore designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the skills they need to do their jobs effectively. Thereby contributing to their own, their boss and their organization’s success.

Learning Objectives:

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

- define their roles and explain the key contributions they make to their organization’s success;
- review their working relationships with colleagues and their bosses;
- review and set their personal goals;
- acquire skills for effective communication and interpersonal relationships; and
- design an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways.

Course Outlines

Day 1: Understanding Your Roles, Competences and Personal Effectiveness

- The ‘competence’ model of skills, attitudes and values
- Personal competence review: Understanding your Skills, Knowledge and Attitude (SKA)
- Time management constraints – resources, systems, other people and self
- Handling requests and conflicting priorities

Day 2: Team Working, Communication & Meetings

- Team working and team roles
- Briefing skills - giving, receiving and passing on
- Organizing, and participating in, meetings
- Notes, minutes and follow-up

Day 3: Managing Working Relationships

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

- Delegation – giving and receiving
- Communication and listening skills
- Assertiveness, conflict and criticism
- People problems and problem people

Day 4: Managing Time/Desk Management/Written Communication Skills

- Managing interruptions and access
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load
- Getting the best from e-mail and office technology
- Report and letter writing
- Setting & developing company writing standards
- Editing and proof-reading skills

Day 5: Managing Staff Performance/Action planning

- Dimensions of performance
- Motivation
- Appraisal
- Coaching and on-job training skills

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/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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