

# **ADVANCED MANAGEMENT & ADMINISTRATIVE COURSE FOR SECRETARIES & PAS**

This course prepares senior secretaries and PA's for career change into supervisory, managerial and administrative positions. It will also enable participants manage stakeholders and their bosses who are likely to be General Managers and Directors, anticipate their needs and help run their offices smoothly and efficiently.

## **Learning Objectives**

Participants will:

- Acquire managerial and administrative skills
- Manage an office effectively
- Lead and motivate others
- Manage events such as AGMs, send forth and protocol
- Write well and communicate effectively

## **Learning Contents**

- Becoming a manager and an office administrator
- Principles and practice of office management
- Building an effective support team
- Management processes: Planning, Organising, Directing, Controlling
- Using formal and informal communication to achieve results
- Problem solving and decision making
- Managing the boss
- Office facilities management / Health safety and environment
- Events management
- Protocol and travels management

- Time management – Urgency / Importance matrix
- Work ethics
- Emotional intelligence
- Personal effectiveness techniques

**Fee:**

N116,638.00 VAT Inclusive

Discounts off regular fees for open programmes: 3-5 nomination  
– 5%

Programme also available as in-plant. Fee: Negotiable

**WHO Should Attend?**

Senior Secretaries, PAs and others who want a career change to  
Administration

March 13 – 15,

June 24 – 26,

November 6 – 8, 2019

Property of Impact Consulting Nigeria.

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