Emotional Intelligence and Professionalism for Administrative Staff

Office Administration

Course Overview

Emotional Intelligence and Professionalism for Administrative Staff: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Emotional Intelligence and Professionalism for Administrative Staff
- Apply practical tools and techniques for Emotional Intelligence and Professionalism for Administrative Staff in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Emotional Intelligence and Professionalism for Administrative Staff in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Emotional Intelligence and Professionalism for Administrative Staff: principles, terminology and context
2. The business case: why Emotional Intelligence and Professionalism for Administrative Staff matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
9 to 13 Nov 2026	Durban	**$1,550**
16 to 20 Nov 2026	Accra	**$1,650**
23 to 27 Nov 2026	Online	**$750**

30 Nov to 4 Dec 2026	Johannesburg	**$1,650**
7 to 11 Dec 2026	Lagos	**$1,450**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.