Introduction

The **Executive Assistant Program** is specifically designed to enhance the skills and competencies of office managers and administrative professionals, aligning them with the best international practices. This comprehensive course provides an in-depth understanding of the essential functions of office management and administrative support, focusing on tasks such as communication, time management, official correspondence, and archiving, along with the behavioral aspects critical to the role. Participants will be empowered with the knowledge to perform efficiently, confidently, and with a high degree of professionalism in their day-to-day operations.

The program will also address the etiquette and protocol required when interacting with leadership and staff, alongside teaching skills needed for stress and conflict management. It is tailored for current or aspiring **Executive Assistants**, **Senior Executive Assistants**, or **Administrative Professionals** aiming to develop their expertise and earn a certification that will propel their career.

Targeted Groups

This course is ideal for:

- **Office Managers**
- **Executive Assistants**
- **Administrative Assistants**
- **Secretarial Staff**

Course Objectives

By the end of this **Executive Assistant Course**, participants will be able to:

- Provide outstanding support to managers and teams.
- Gain a deeper understanding of their strengths and weaknesses to drive professional development.
- Become skilled communicators and influencers within the organization.
- Develop confidence in reporting and presenting information effectively.
- Set and achieve **SMART** goals relevant to executive assistants.
- Prioritize tasks and manage time efficiently.

Targeted Competencies

Upon completion of the course, participants will have strengthened competencies in the following areas:

- **Administrative Skills**
- **Time Management**
- **Coordination Skills**
- **Prioritizing**
- **Communication Skills**
- **Etiquette and Protocol Skills**

- **Problem-Solving**
- **Stress Management**
- **Conflict Management**

Course Content

Unit 1: Defining and Developing the Role

- The integral partnership between the Executive Assistant and management.
- Defining the executive assistant’s role in a corporate setting.
- Expanding the responsibilities within the role, including managerial aspects.
- Essential management skills for professional development.
- Identifying and overcoming obstacles to success.
- Analyzing personalities and behaviors in the workplace.

Unit 2: Tasks and Responsibilities of the Director of the Contemporary Office

- Exploring office manager functions and qualifications.
- Key duties of an office manager and dimensions of the role.
- Administrative communication and methods.
- Developing business schedules and meeting planning.
- Creating cataloging and archiving systems.
- Managing relationships with senior management and other organizational units.

Unit 3: The Importance of Communication Skills in Office Management

- Understanding the types of communication and models (e.g., Davis Model, JOHARI Window Model).
- Developing body language skills for effective office management.
- Applying communication skills in office management.
- Persuasion and influence skills within the office management environment.

Unit 4: Office Management Protocol

- The concept of protocol and its importance in office management.
- Managing first impressions and handling VIP visitors.
- Etiquette skills and their impact on office success.
- Psychological criteria for effective office management.
- Handling complaints and developing effective public interaction skills.

Unit 5: Excellence in Office Management Strategies and Arts

- Organizing and managing files and information.
- Indexing, archiving, and official correspondence.
- The art of writing memos, reports, and managing meetings.
- Developing problem-solving and decision-making skills.
- Innovative and creative thinking in office management.

- Managing conflict and stress in the work environment.

Conclusion

Upon successful completion of the **Executive Assistant Training Program**, participants will be awarded a certificate that acknowledges their advanced skills and professionalism in executive assistance. They will be equipped to handle a broad range of office management duties with increased confidence, efficiency, and a strategic approach, making them key contributors to their organizations’ success.