

Introduction:

This Executive Assistant Training Course is designed to clearly define the functions of top office managers based on leading international methods and best practices. The program aims to develop the skills and competencies of senior office managers, providing technical support to enable high-efficiency performance. Participants will gain a thorough understanding of the specialized duties and responsibilities specific to office managers.

The course covers key topics such as administrative communication, interactions with leadership and staff, time management, official correspondence, and archiving, all with practical applications. It also addresses behavioral skills essential to the role, performance-related behavioral factors, etiquette, and modern ceremonial protocols. This training encompasses a broad range of executive assistant duties and responsibilities.

Specifically tailored for current and aspiring executive assistants, senior executive assistants, and administrative professionals seeking to enhance their expertise and obtain executive assistant certification, this course offers comprehensive preparation for excelling in the executive assistant role within organizational structures.

Target Audience:

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

Course Objectives:

By the end of this training, participants will be able to:

- Deliver outstanding support to managers and their teams.
- Understand their own strengths and areas for improvement.
- Communicate effectively and become skilled influencers.
- Build confidence in reporting and presentation skills.
- Recognize the importance of setting and accomplishing SMART goals relevant to executive assistants.

- Prioritize tasks and manage time efficiently.
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Key Competencies Developed:

- Administrative expertise
 - Time management proficiency
 - Coordination and organizational skills
 - Prioritization of responsibilities
 - Effective communication
 - Etiquette and protocol mastery
 - Problem-solving abilities
 - Stress management techniques
 - Conflict resolution skills
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Course Content:

Unit 1: Defining and Developing the Role

- The vital partnership between the Executive Assistant and management
- Clarifying responsibilities and the executive assistant's role in the corporate setting
- Expanding duties to include managerial functions
- Building essential management skills and planning professional growth
- Identifying and overcoming barriers to success
- Understanding workplace personalities and behaviors

Unit 2: Tasks and Responsibilities of the Modern Office Director

- Role and functions of a functional office manager
- Required skills and qualifications for office managers
- Duties and dimensions of office management
- Concept of senior office management
- Scientific administrative communication and its methods
- Effective interaction with leaders and subordinates
- Behavioral skills critical to office manager performance

- Meeting planning and business scheduling
- Development of filing and archiving systems
- Information systems and decision-making processes
- Reporting skills and key performance indicators (KPIs)
- Managing relationships between senior management and organizational units

Unit 3: Importance of Communication Skills in Office Management

- Communication concepts and types
- Davis Communication Model
- JOHARI Window Model
- Effective body language skills for office managers
- Office manager personality patterns based on the Herman HBDI scale
- Perceptual positioning techniques
- Strategies for managing diverse personality types
- Language skills as a success factor in office management
- Persuasion and influence techniques
- Practical communication applications within office management

Unit 4: Office Management Protocol

- Definition of protocol
- Key behaviors of effective office managers
- Secretary skills in protocol management
- Managing first impressions for service recipients
- Research findings on body language's influence in persuasion
- Psychological elements of creating positive impressions
- Protocol skills for engaging VIP visitors
- Matching physical and psychological attributes to create ideal impressions
- Etiquette skills and their role in successful office management
- Handling public complaints professionally

Unit 5: Excellence in Office Management Strategies and Arts

- Organizing files and information efficiently
- Strategies for office services and archiving
- Managing incoming and outgoing correspondence
- Indexing and archiving methods

- Drafting official correspondence including memos and reports
 - Report writing techniques
 - Organizing and managing meetings
 - Writing and managing meeting minutes
 - Higher-level thinking skills for office managers
 - Developing and activating critical thinking abilities
 - Problem-solving and decision-making skills
 - Creative and innovative thinking techniques
 - Practical applications of advanced thinking skills
 - Conflict management and mitigation within the workplace
 - Understanding conflict management concepts
 - Stress management techniques
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Conclusion:

Upon successful completion of the Executive Assistant Training Course, participants will receive an executive assistant certificate. This certification formally recognizes their improved professional abilities and readiness to perform their roles with greater expertise and confidence.