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Course Name

Exceptional Executive Office Management

Sector Name

Administration and Office Efficiency

Document Type

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Course Introduction

In today’s Business world, the successful executive assistants play a key role in the organization, as they serve as support to executives, such as high-level officials, the CEO, or the owner of a company.

This training course is designed to provide participants with the necessary knowledge and skills essential to become an effective executive assistant and create an impact in the role for the benefit of the team and the organization as a whole.

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Target Audience

✓ Office managers.

✓ Executive secretaries.

✓ Administrators and assistants.

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Learning Objectives

- ✓ Gain a clear understanding of how trust is built, what can accelerate the growth process for trust in a relationship, and what can maintain it
- ✓ Understand the alignment of tasks to the strategic vision, purpose, objectives, priorities, brand, and values of the organization
- ✓ Create a vision, with benchmarks, for how EA and Executive Partnerships can work and function most effectively
- ✓ Increase effectiveness in all aspects of managing tasks and relationships and delivering against objectives and priorities
- ✓ Manage and direct actions, tasks, and communications, and maintain focus on higher-level activities

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Course Outline

✓ DAY 01

Understanding Your Manager

- ✓ Identify and Adapt to Their Style
- ✓ Anticipating Your Manager's Needs
- ✓ Defining Your Key Responsibilities
- ✓ Know When to Take the Initiative

Administration Skills

- ✓ Emotional Intelligence
- ✓ Required Business Knowledge
- ✓ Managing the Office Environment
- ✓ Active Listening Skills

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Course Outline

✓ DAY 02

Managing Your Time

- ✓ Managing Your Calendar
- ✓ Managing Last Minute Change
- ✓ Working in a Team Environment
- ✓ Urgent Tasks vs Important Tasks

Essential Skills

- ✓ Email Etiquette
- ✓ Using Office Equipment
- ✓ Using Software Applications
- ✓ Effective Business Communications
- ✓ Effective Event and Party Planning Tips
- ✓ Phone and Voicemail Protocol
- ✓ Effective Business Writing
- ✓ Conducting Internet Research

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Course Outline

✓ DAY 03

Managing Effective Meetings

- ✓ Agenda Templates
- ✓ Minute Taking
- ✓ Meeting Time Management
- ✓ Formal vs Informal Meetings
- ✓ Effective Gatekeeping Skills
- ✓ Essential Filtering Questions
- ✓ Saying No Politely
- ✓ Managing Difficult Callers

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Course Outline

✓ DAY 04

Staying Organized

- ✓ Prioritization Rules
- ✓ Set Realistic Goals
- ✓ Planning Ahead
- ✓ Keeping the Pace
- ✓ Managing Sensitive Information
- ✓ Confidentiality Explained
- ✓ Discretion and Diplomacy
- ✓ Data Security Explained
- ✓ Managing Uncomfortable Scenarios

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Course Outline

✓ **DAY 05**

More Advanced Skills

- ✓ Basic Project Management Skills
- ✓ Interacting at Trade Shows/Conferences
- ✓ Managing Client Interaction
- ✓ Social Media Management

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 24, 2027	Jan. 28, 2027	5 days	4250.00 $	KSA , Jeddah
April 18, 2027	April 22, 2027	5 days	4250.00 $	Egypt , Cairo
July 19, 2027	July 23, 2027	5 days	4950.00 $	Spain , Barcelona
Oct. 18, 2027	Oct. 22, 2027	5 days	4250.00 $	UAE , Dubai

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