



Consulting and Training | Reach New Heights

Course Name

CMI Recognized The Certified Executive/PA Masterclass

Sector Name

Internationally Certified Training Programs

Document Type

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Course Introduction

Executive Assistants and Personal Assistants (EAs/PAs) play a critical role in enabling leadership effectiveness and supporting organizational performance. Today's EA/PA role goes far beyond administrative tasks—it requires high professionalism, strong business communication, relationship management, confidential information handling, proactive coordination, and the ability to manage complex schedules and stakeholders.

To support the development of high-performing executive support professionals, **BOOST Consulting & Training** has developed the CMI Recognized The Certified Executive/PA Masterclass. This program is designed to elevate the professional capability of Executive Assistants and PAs by providing advanced tools, techniques, and best practices for high-level executive support.

The course focuses on executive office management, communication excellence, diary and meeting management, stakeholder coordination, executive reporting, problem-solving, and personal effectiveness. Participants will gain the ability to operate as trusted partners to executives, improve productivity and coordination, manage priorities confidently, and deliver exceptional administrative and executive support in fast-paced environments.

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Target Audience

- ✓ Executive Assistants and Personal Assistants
- ✓ Senior administrative assistants
- ✓ Office managers supporting senior leaders
- ✓ Executive secretaries
- ✓ Administrative professionals aspiring to advanced EA/PA roles
- ✓ Business support staff working closely with leadership teams

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Learning Objectives

- ✓ Understand the modern EA/PA role and how to provide high-value executive support
- ✓ Manage executive schedules, priorities, and multiple stakeholders effectively
- ✓ Apply professional business communication and executive correspondence standards
- ✓ Plan and manage meetings, events, and executive travel efficiently
- ✓ Handle sensitive information and maintain confidentiality with high integrity
- ✓ Develop strong coordination, follow-up, and task tracking systems to support executive execution
- ✓ Communicate confidently, manage relationships, and represent the executive professionally
- ✓ Apply problem-solving skills and proactive thinking to anticipate executive needs
- ✓ Strengthen personal effectiveness, resilience, and professionalism in demanding environments

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Course Outline

✓ Day 02

Executive/PA Role Mastery and Professional Executive Support Standards

- ✓ Evolution of the EA/PA role
- ✓ Understanding executive expectations and working styles
- ✓ Building trust and credibility with executives
- ✓ Professionalism, ethics, and confidentiality
- ✓ Managing competing priorities and deadlines
- ✓ Positioning yourself as a strategic support partner

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Course Outline

✓ Day 02

Executive Communication, Business Writing, and Stakeholder Coordination

- ✓ Professional communication styles and etiquette
- ✓ Writing executive emails, memos, and reports
- ✓ Handling internal and external correspondence
- ✓ Managing communication flow on behalf of executives
- ✓ Coordinating with senior stakeholders and departments
- ✓ Managing sensitive and high-level interactions

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Course Outline

✓ Day 03

Diary Management, Prioritization, and Executive Workflow Systems

- ✓ Advanced diary and calendar management techniques
- ✓ Prioritizing appointments and resolving scheduling conflicts
- ✓ Managing executive workload and time efficiency
- ✓ Task tracking and follow-up systems
- ✓ Supporting executive productivity through organization tools
- ✓ Anticipating needs and preventing bottlenecks

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Course Outline

✓ Day 04

Meetings, Events, Travel Management, and Confidentiality Practices

- ✓ Planning and coordinating executive meetings
- ✓ Preparing agendas, minutes, and follow-up actions
- ✓ Organizing executive events and VIP visits
- ✓ Travel planning and itinerary management
- ✓ Handling confidential information securely
- ✓ Crisis and last-minute change management

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Course Outline

✓ Day 05

Proactive Executive Support, Problem Solving, and Personal Effectiveness Workshop

- ✓ Proactive thinking and anticipating executive needs
- ✓ Problem-solving techniques for executive support challenges
- ✓ Managing pressure and maintaining composure
- ✓ Building resilience and emotional intelligence
- ✓ Continuous professional development as an EA/PA
- ✓ Practical workshop: creating a personal executive support improvement plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 19, 2027	April 23, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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