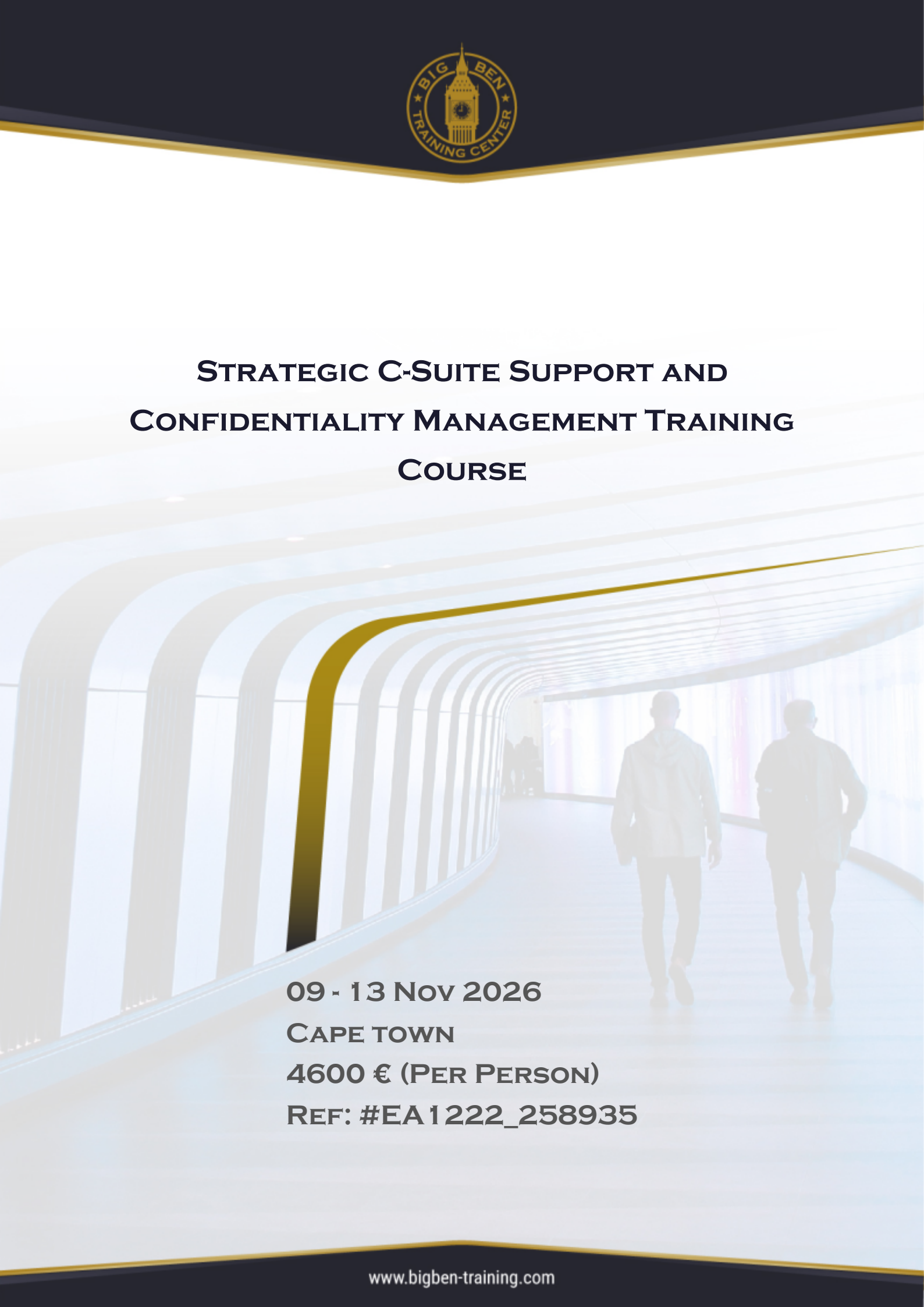
Strategic C-Suite Support and Confidentiality Management Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #EA1222_258935

Course Introduction / Overview:

The role of the C-suite support professional has evolved dramatically from a purely administrative function to that of a strategic business partner. This transformation demands a sophisticated skill set encompassing impeccable organizational abilities, advanced communication, and an unwavering commitment to confidentiality. This intensive training course is designed to equip participants with the mastery required to operate effectively at the highest echelons of any organization. We delve into the core principles of high-level support, exploring concepts discussed by experts like Lucy Brazier on the evolving nature of the executive assistant role. The curriculum moves beyond traditional task management, focusing on proactive support, strategic gatekeeping, and the critical management of sensitive information. Participants will learn to navigate the complex dynamics of the executive office, manage stakeholder relationships with finesse, and become an indispensable asset to their leadership team. At BIG BEN Training Center, we provide a framework for excellence, drawing from best practices in corporate governance and information security, ensuring that graduates are prepared for the unique challenges and responsibilities of supporting top-tier executives in a fast-paced, high-stakes environment. This program is the definitive guide to becoming a trusted C-suite ally.

Target Audience / This training course is suitable for:

- Executive Assistants to C-level executives.
- Personal Assistants supporting Directors and VPs.
- Chiefs of Staff.
- Senior Administrative Professionals.
- Executive Support Managers.
- Board Secretaries and Assistants.
- Office Managers in executive suites.
- Professionals aspiring to high-level support roles.

Target Sectors and Industries:

- Financial Services and Banking.
- Legal and Professional Services Firms.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Governmental bodies and public sector agencies.
- Energy and Utilities.
- Management Consulting.
- Aerospace and Defense.

Target Organizations Departments:

- Office of the CEO / President.
- Board of Directors' Support Office.
- Legal and Compliance Departments.
- Corporate Strategy and Development.
- Human Resources (Executive Level).
- Investor Relations.
- Corporate Communications.
- Finance and a Chief Financial Officer's office.

Course Offerings:

By the end of this course, the participants will have able to:

- Master advanced protocols for managing highly confidential information and data privacy.
- Develop and implement strategic gatekeeping techniques to protect the executive's time and focus.
- Proactively manage complex executive calendars, travel, and meeting schedules.
- Prepare and distribute high-impact board-level documentation and communications.
- Enhance communication skills for effective liaison with internal and external stakeholders.
- Anticipate the needs of the executive and provide preemptive support.
- Apply principles of corporate governance to daily administrative functions.
- Contribute effectively to crisis management and business continuity planning from a support perspective.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, moving beyond theoretical knowledge to build real-world competencies. We employ a blended learning approach that combines expert-led presentations with hands-on, practical application. A cornerstone of the program is the use of case studies derived from actual C-suite challenges, allowing participants to analyze complex situations and develop strategic solutions in a controlled environment. Interactive group discussions and brainstorming sessions encourage peer-to-peer learning and the sharing of diverse experiences and best practices. Role-playing scenarios are utilized extensively to hone skills in stakeholder communication, conflict resolution, and strategic gatekeeping. Participants will engage in practical exercises focused on digital security, secure document handling, and crisis communication planning. Continuous feedback is provided by the instructor and peers throughout the course, ensuring that participants can refine their skills and build confidence. This dynamic and engaging approach guarantees that attendees leave with actionable strategies and a deep understanding of the C-suite support role.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern C-Suite Professional

- Defining the C-Suite Support Professional as a Business Partner.
- Understanding the Executive Mindset and Leadership Styles.
- Core Competencies for High-Level Executive Support.
- Ethical Considerations and Professional Code of Conduct.
- Navigating Corporate Politics and Organizational Dynamics.
- Building a Powerful and Trust-Based Executive Partnership.
- Personal Branding and Professional Development Planning.

Unit Two: Advanced Information and Confidentiality Management

- The Pillars of Confidentiality, Discretion, and Trust.
- Legal and Regulatory Frameworks for Data Privacy (e.g., GDPR).
- Best Practices for Digital Security and Cybersecurity Hygiene.
- Managing Sensitive Documents and Secure Communication Channels.
- Handling Insider Information and Preventing Breaches.
- Developing and Implementing a Confidentiality Protocol.
- Responding to Breaches of Confidentiality.

Unit Three: Strategic Time and Priority Management

- Mastering Complex Calendar Management and Scheduling.
- The Art and Science of Strategic Gatekeeping.
- Prioritizing Tasks and Projects in a High-Pressure Environment.
- Techniques for Protecting the Executive's Time and Energy.
- Coordinating with other C-Suite Assistants for Seamless Scheduling.
- Managing Competing Priorities and Conflicting Demands.
- Leveraging Technology for Maximum Efficiency.

Unit Four: Elite Communication and Stakeholder Relations

- Communicating on Behalf of the Executive with Authority and Finesse.
- Managing Relationships with the Board of Directors.
- Liaising with High-Profile Clients, Investors, and External Stakeholders.
- Advanced Written Communication for Executive Correspondence and Reports.
- Verbal Communication, Active Listening, and Non-Verbal Cues.
- Conflict Resolution and Negotiation Skills for the Executive Office.
- Preparing Executives for High-Stakes Meetings and Presentations.

Unit Five: High-Level Operations and Crisis Support

- Mastering Complex International Travel and Itinerary Planning.
- Organizing High-Level Meetings, Events, and Board Retreats.
- Fundamentals of Project Management for the Executive Assistant.
- The Role of C-Suite Support in Crisis Management and Communication.
- Supporting Business Continuity Planning.
- Managing Executive Office Budgets and Expenses.
- Anticipating Needs and Thinking Three Steps Ahead.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

What unique qualities does this course offer compared to other courses?

Beyond technical skills and confidentiality protocols, what intangible qualities truly define a C-suite support professional as an indispensable strategic partner rather than just an efficient assistant?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the traditional administrative curriculum to cultivate the strategic mindset essential for C-suite-level support. While other programs may focus on software proficiency and basic organizational skills, our training delves into the nuanced and complex world of the executive suite, emphasizing political acumen, strategic foresight, and ethical fortitude. We focus on transforming the participant from a reactive task-doer into a proactive business partner who can anticipate needs, manage critical stakeholder relationships, and act as a trusted advisor. The curriculum is uniquely structured around real-world C-suite scenarios, including crisis management support, board-level communications, and the management of highly sensitive corporate information. Rather than simply teaching rules, we foster critical thinking and sound judgment, enabling participants to navigate ambiguous situations with confidence and discretion. The emphasis is on the strategic partnership aspect, exploring how to build unwavering trust and become an extension of the executive's leadership. This program is not about being a better assistant; it is about becoming an indispensable strategic asset at the very top of the organization.