Executive Assistant Crisis and Problem-Solving Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #EA2502_27779

Course Introduction / Overview:

This intensive training course is designed to empower Executive Assistants and senior administrative professionals with the strategic skills required to navigate complex challenges and manage crises effectively. In today's fast-paced corporate environment, the role of an Executive Assistant has evolved into a critical support function that directly impacts organizational resilience and executive success. This program moves beyond traditional administrative tasks to focus on proactive problem-solving, strategic decision-making, and robust crisis management protocols. As highlighted by renowned organizational theorist Dr. Ian Mitroff in his seminal work, "Managing Crises Before They Happen," the ability to anticipate and prepare for disruptions is far more valuable than simply reacting to them. Participants will learn to identify potential risks, develop contingency plans, and communicate with confidence and clarity under pressure. BIG BEN Training Center has developed this curriculum to equip attendees with a practical toolkit, enabling them to become indispensable partners to their executives by ensuring business continuity and protecting organizational reputation through masterful problem-solving and crisis response.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants to C-suite executives.
- Senior Administrative Assistants.
- Office Managers.
- Senior Executive Support Professionals.
- Administrative Team Leaders.
- Project and Administrative Coordinators.

Target Sectors and Industries:

- Financial Services and Banking.
- Technology and Information Technology.
- Healthcare and Pharmaceuticals.
- Legal and Professional Services.
- Oil, Gas, and Energy.
- Telecommunications.
- Governmental bodies and public sector organizations.
- Consulting and Business Services.
- Manufacturing and Engineering.

Target Organizations Departments:

- Executive and C-Suite Offices.
- Administration Department.
- Human Resources.
- Legal and Compliance Departments.
- Corporate Communications and Public Relations.
- Operations Management.
- Project Management Office.
- Board of Directors Support Staff.

Course Offerings:

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

- Identify and analyze the root causes of complex problems using structured techniques.
- Develop a proactive mindset for anticipating potential crises and operational disruptions.
- Implement a comprehensive crisis management framework tailored to their executive's needs.
- Master advanced communication strategies for managing stakeholders during high-stress situations.
- Facilitate effective decision-making processes under pressure and with incomplete information.
- Create and maintain robust contingency plans for critical business functions.
- Enhance their emotional intelligence and resilience to perform effectively in a crisis.
- Manage information flow and confidentiality with precision during sensitive events.
- Transition from a reactive problem-solver to a strategic and preventative partner.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their new skills in the workplace. We believe in learning by doing, moving beyond theoretical lectures to immersive, hands-on experiences. The course will heavily feature real-world case studies of corporate crises, allowing participants to analyze complex scenarios and debate effective response strategies in a controlled environment. A significant portion of the training will be dedicated to interactive group discussions, collaborative problem-solving workshops, and role-playing simulations that mimic high-pressure situations. This approach allows attendees to practice communication, decision-making, and de-escalation techniques. Participants will receive continuous, constructive feedback from the instructor and their peers, fostering a dynamic and supportive learning atmosphere. The program is structured to build skills progressively, ensuring a deep and lasting understanding of strategic crisis management and problem-solving principles.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Problem Solving for EAs

- The Evolving Role of the Executive Assistant as a Strategic Partner.
- Defining Problems vs. Symptoms in a Corporate Context.
- Introduction to Structured Problem-Solving Models.
- Critical Thinking and Analytical Skills Development.
- Gathering and Evaluating Information for Decision-Making.
- Brainstorming and Idea Generation Techniques.
- Understanding Cognitive Biases in Problem Analysis.

Unit Two: Advanced Problem-Solving Tools and Techniques

- Root Cause Analysis (RCA) using the 5 Whys and Fishbone Diagrams.
- SWOT Analysis for Situational Assessment.
- Decision-Making Matrices for Option Evaluation.
- Introduction to Mind Mapping for Complex Issues.
- Applying the Pareto Principle (80/20 Rule) to Prioritize Tasks.
- Creative Problem-Solving and Thinking Outside the Box.
- Implementing and Monitoring Solutions for Effectiveness.

Unit Three: The Crisis Management Framework

- Understanding the Anatomy of a Crisis.
- The Four Phases of Crisis Management: Mitigation, Preparedness, Response, and Recovery.
- The Executive Assistant's Critical Role in the Crisis Management Team.
- Developing a Crisis Response Plan and Communication Protocols.
- Early Warning Signal Identification and Risk Assessment.
- Logistical Coordination During an Emergency.
- Business Continuity Planning for the Executive Office.

Unit Four: Communication and Stakeholder Management Under Pressure

- Crafting Clear and Concise Messages in a Crisis.
- Managing Information Flow and Combating Misinformation.
- Techniques for Communicating with Upset or Demanding Stakeholders.
- The Art of Gatekeeping and Executive Protection.
- Leveraging Emotional Intelligence for Conflict De-escalation.
- Maintaining Composure and Professionalism in High-Stress Environments.
- Coordinating with Public Relations and Legal Departments.

Unit Five: Application, Simulation, and Personal Resilience

- Integrated Crisis Simulation Exercise: A Real-World Scenario.
- Debrief and Analysis of Simulation Performance.
- Building Personal Resilience and Stress Management Techniques.
- Developing a Proactive and Forward-Thinking Mindset.
- Creating a Personal Action Plan for Skill Implementation.
- Time Management and Prioritization During a Crisis.
- Final Review and Best Practices for Continuous Improvement.

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:

How does the evolving role of an Executive Assistant from a support function to a strategic partner impact their responsibilities in crisis prevention versus crisis response?

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

This course distinguishes itself by focusing specifically on the strategic elevation of the Executive Assistant role within the context of organizational resilience. While many programs teach basic problem-solving or administrative skills, this training course is built on the premise that a modern EA is a critical node in the corporate nervous system, capable of acting as a first line of defense against crises. We move beyond generic theories to provide specialized tools and frameworks directly applicable to the unique challenges faced by those supporting C-suite executives. The curriculum emphasizes proactive crisis mitigation and strategic foresight, empowering participants to prevent issues before they escalate, rather than just reacting to them. A core differentiator is our heavy reliance on immersive, realistic simulations that challenge participants to manage information, communicate with difficult stakeholders, and make decisions under pressure. This practical, hands-on approach ensures that skills are not just learned but mastered, fostering the confidence and competence required to be an indispensable strategic partner in any high-stakes environment.