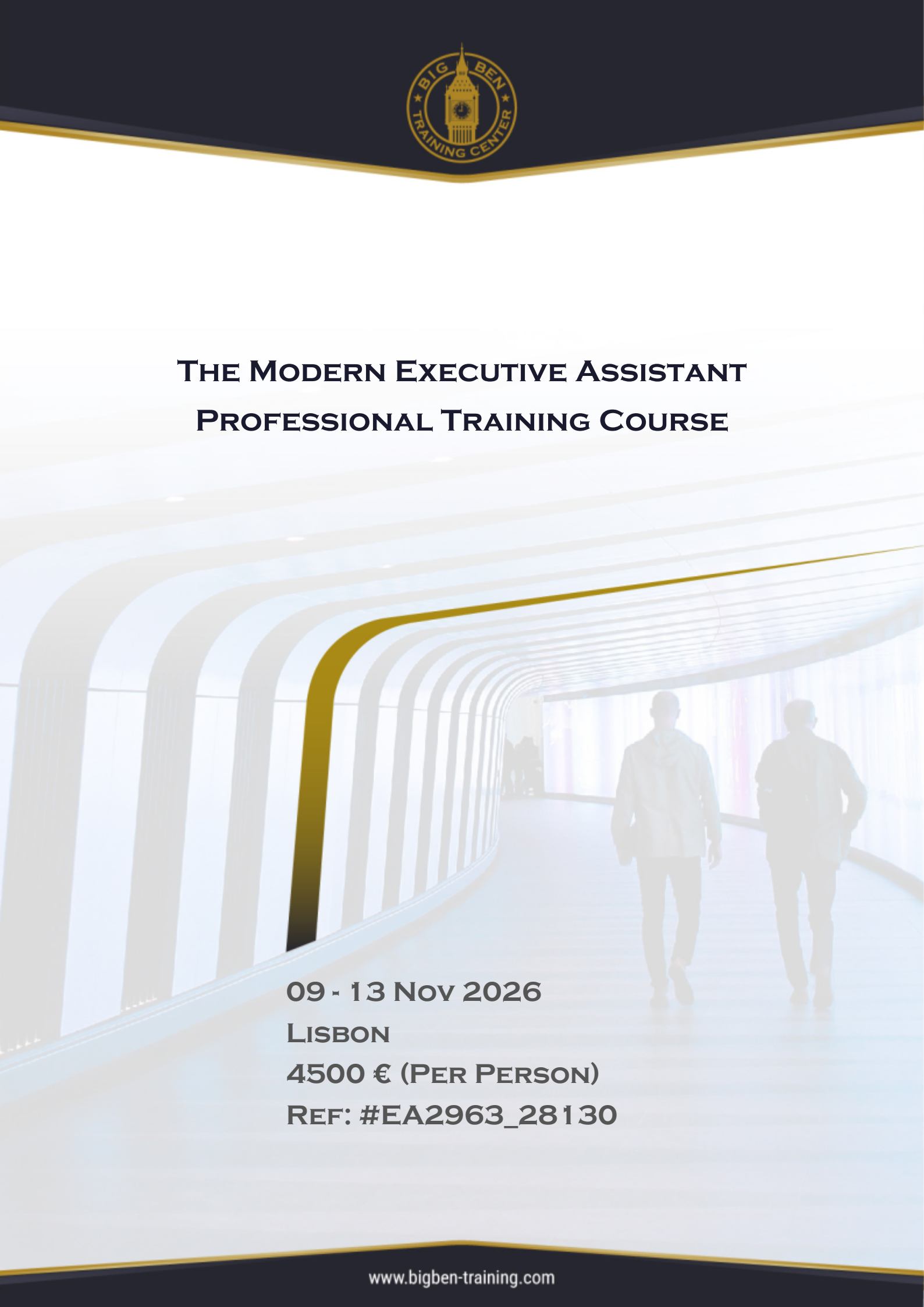
The Modern Executive Assistant Professional Training Course



09 - 13 Nov 2026

Lisbon

4500 € (Per Person)

Ref: #EA2963_28130

Course Introduction / Overview:

The role of the Executive Assistant has evolved dramatically from a support function to a strategic partnership at the heart of executive leadership. This intensive program is designed to equip ambitious administrative professionals with the advanced skills, strategic mindset, and proactive capabilities required to excel in today's fast-paced corporate environment. As noted by author and expert Melba Duncan, the modern assistant is a vital business asset, and this course builds upon that principle. We will explore concepts discussed in seminal works like "The CEO's Secret Weapon" to transform your approach from reactive task management to proactive value creation. This course provides a comprehensive roadmap covering everything from advanced communication and gatekeeping to project management and technological proficiency. At BIG BEN Training Center, we are committed to fostering an environment where participants can master the art of anticipation, enhance their emotional intelligence, and position themselves as indispensable partners to senior leaders, ultimately driving organizational success and advancing their own professional careers.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants.
- Senior Administrators.
- Office Managers.
- Administrative Managers.
- Senior Secretaries.
- Executive Secretaries.
- Team Leaders in administrative roles.
- Project Administrators.
- Support staff aspiring to executive-level assistant roles.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Governmental and Public Sector Organizations.
- Banking and Financial Services.
- Oil, Gas, and Energy Sector.
- Healthcare and Pharmaceutical Industries.
- Technology and Telecommunications.
- Consulting and Professional Services.
- Non-Profit and Non-Governmental Organizations.
- Education and Academia.
- Real Estate and Construction.

Target Organizations Departments:

- Executive Management and C-Suite Offices.
- Human Resources Departments.
- Legal and Compliance Departments.
- Finance and Accounting Departments.
- Operations and Logistics Departments.
- Marketing and Sales Departments.
- Project Management Offices.
- Board of Directors Support Offices.
- Public Relations and Communications.

Course Offerings:

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

- Master advanced gatekeeping and communication strategies to manage executive time effectively.
- Develop superior organizational skills for managing complex schedules, events, and travel arrangements.
- Enhance business writing and correspondence skills for professional and impactful communication.
- Implement effective project management techniques to support and lead administrative projects.
- Utilize modern office technology and software to increase productivity and streamline workflows.
- Cultivate emotional intelligence to manage relationships with internal and external stakeholders.
- Handle confidential information with the utmost discretion and professional ethics.
- Proactively anticipate the needs of their executives and the wider organization.
- Transition from a support role to a strategic business 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 move beyond traditional lectures to create an immersive learning experience grounded in adult learning principles. The course incorporates a blend of expert-led presentations, real-world case study analysis, and dynamic group discussions that encourage peer-to-peer learning and knowledge sharing. Participants will engage in hands-on exercises, role-playing scenarios simulating challenging workplace situations, and practical workshops focused on tools and techniques. This experiential approach reinforces learning and builds confidence. Continuous feedback is provided by the instructor throughout the sessions, allowing for personalized guidance and development. Our focus is on fostering a collaborative environment where professionals can explore challenges, share best practices, and master the strategic competencies required to excel as a top-tier executive assistant.

Course Agenda (Course Units):

Unit One The Strategic Role of the Modern Executive Assistant

- The evolution of the assistant role from administrator to strategic partner.
- Understanding executive priorities and aligning your work with them.
- Core competencies and skills for peak performance.
- Developing a powerful professional brand and image.
- The principles of confidentiality, ethics, and discretion.
- Managing your professional development and career path.
- Building a strategic partnership with your executive.

Unit Two Advanced Communication and Interpersonal Excellence

- Mastering verbal, non-verbal, and written business communication.
- Advanced gatekeeping techniques for managing access and information flow.
- Developing emotional intelligence for effective relationship management.
- Techniques for assertive communication and influencing stakeholders.
- Navigating difficult conversations and conflict resolution.
- Professional etiquette in a digital and global workplace.
- Representing your executive with confidence and professionalism.

Unit Three Productivity, Organization, and Project Management

- Advanced time management and prioritization strategies.
- Mastering complex calendar management and scheduling.
- Effective meeting management from agenda to action items.
- Professional minute-taking techniques and best practices.
- Introduction to project management principles for assistants.
- Managing multiple projects and conflicting deadlines.
- Organizing and managing information for optimal retrieval.

Unit Four Leveraging Technology and Digital Tools

- Maximizing productivity with the Microsoft Office Suite.
- Exploring modern collaboration and communication tools.
- Best practices for email management and digital organization.
- Fundamentals of data management and report creation.
- Cybersecurity awareness and protecting sensitive information.
- Managing virtual meetings and hybrid work environments.
- Automating routine tasks to increase efficiency.

Unit Five Executive Support and Strategic Contribution

- Coordinating complex domestic and international travel.
- Fundamentals of event planning and management.
- Managing budgets and processing expenses accurately.
- Anticipating needs and thinking one step ahead of your executive.
- Problem-solving and critical thinking in high-pressure situations.
- Understanding business acumen and organizational dynamics.
- Becoming an indispensable asset to the leadership team.

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:

Beyond administrative excellence, how can an executive assistant proactively shape and influence executive decision-making and organizational strategy?

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

This course distinguishes itself by fundamentally reframing the executive assistant role from one of passive support to one of active strategic partnership. While many programs focus solely on technical skills and task management, our curriculum places a significant emphasis on developing the strategic mindset, business acumen, and emotional intelligence required to become a true extension of the executive. We delve into the psychology of executive support, teaching participants not just what to do, but why they are doing it and how their actions impact organizational goals. The content is built around practical, real-world scenarios and case studies rather than abstract theory, ensuring that the skills learned are immediately applicable. A core differentiator is our focus on proactive contribution and anticipation, training assistants to think several steps ahead, identify potential challenges, and propose solutions before they arise. This program is not merely about becoming a more efficient assistant; it is about transforming into an indispensable strategic asset who provides leverage, insight, and unparalleled value to senior leadership, thereby accelerating both executive effectiveness and personal career growth.