Advanced Executive Assistant and Office Management Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #EA4490_27671

Course Introduction / Overview:

This comprehensive training course is designed to elevate the skills of administrative professionals, transforming them from proficient assistants into indispensable strategic partners. In today's dynamic corporate environment, the role of an executive assistant has evolved far beyond traditional administrative tasks. It now demands a high level of business acumen, strategic thinking, and exceptional interpersonal skills. This program, offered by BIG BEN Training Center, delves into the core competencies and advanced techniques required to excel in this demanding role. We will explore concepts championed by experts like Lucy Brazier, who emphasizes the importance of the assistant as a true business partner. The curriculum is structured to build upon foundational knowledge, introducing advanced concepts in communication, project management, and leadership. Participants will learn to manage complex schedules, anticipate executive needs, and handle sensitive information with the utmost discretion and professionalism, reflecting principles found in modern management literature on organizational effectiveness. This course provides a holistic framework for mastering the art and science of high-level administrative support, ensuring participants can add significant value to their executives and organizations.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants.
- Senior Administrators.
- Office Managers.
- Administrative Managers.
- Executive Secretaries.
- Team Leaders in administrative roles.
- Project Administrators and Coordinators.
- Professionals aspiring to move into a senior support role.

Target Sectors and Industries:

- Banking and Financial Services.
- Oil and Gas Sector.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Governmental and Public Sector Organizations.
- Legal and Professional Services Firms.
- Consulting and Business Services.
- Non-profit and Non-governmental Organizations.
- Real Estate and Construction.

Target Organizations Departments:

- Executive Offices and C-Suite Support.
- Administration and General Services.
- Human Resources.
- Operations Management.
- Legal and Compliance Departments.
- Finance and Accounting.
- Marketing and Sales Support.
- Project Management Offices.

Course Offerings:

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

- Master advanced communication and gatekeeping techniques to manage executive time effectively.
- Develop strategic planning and project management skills for administrative professionals.
- Enhance business writing proficiency for creating clear and impactful reports, emails, and minutes.
- Implement sophisticated time management and prioritization strategies to handle competing demands.
- Coordinate complex meetings, corporate events, and international travel arrangements seamlessly.
- Utilize emotional intelligence to build strong professional relationships and resolve conflicts.
- Manage confidential information with the highest degree of ethics and professionalism.
- Leverage technology to improve office workflow and administrative efficiency.
- Demonstrate leadership and initiative to become a proactive strategic partner to their executive.

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 lecture-based learning to create an immersive and collaborative environment. The course heavily relies on experiential learning techniques, including real-world case studies that challenge participants to solve complex administrative problems. Group discussions and brainstorming sessions encourage the sharing of diverse perspectives and experiences, enriching the learning process for everyone. Interactive workshops and role-playing exercises will be used to practice key skills such as conflict resolution, negotiation, and stakeholder communication in a safe and supportive setting. Participants will receive constructive feedback from both the instructor and their peers to foster continuous improvement. The program integrates practical exercises on office technology and productivity tools, ensuring a hands-on approach. This blended learning strategy guarantees a comprehensive understanding of both the theoretical concepts and the practical application of advanced executive assistance and office management.

Course Agenda (Course Units):

Unit One The Strategic Executive Assistant

- The evolution of the assistant role from administrative to strategic partner.
- Understanding executive priorities and business objectives.
- Developing a powerful partnership with your executive.
- Mastering the art of gatekeeping and managing access.
- Upholding the highest standards of ethics and confidentiality.
- Building a professional brand and executive presence.
- Key competencies for the modern administrative professional.

Unit Two Advanced Communication and Interpersonal Excellence

- Mastering verbal and non-verbal communication techniques.
- Advanced business writing for reports, proposals, and correspondence.
- Effective minute-taking and meeting documentation.
- Navigating difficult conversations and managing conflict with diplomacy.
- Applying emotional intelligence to build rapport and influence.
- Managing stakeholder relationships across the organization.
- Cross-cultural communication for a global business environment.

Unit Three Proactive Planning and Productivity Management

- Advanced time management and prioritization strategies.
- Managing multiple executives and conflicting deadlines.
- Fundamentals of project management for administrative professionals.
- Utilizing technology and digital tools for maximum efficiency.
- Organizing and managing complex international travel and itineraries.
- Streamlining office workflows and administrative processes.
- Proactive problem-solving and decision-making skills.

Unit Four Core Office Management and Event Coordination

- Overseeing office operations and resource management.
- Fundamentals of records management and information systems.
- Introduction to budget management and expense reporting.
- Planning and executing successful corporate meetings and events.
- Vendor negotiation and relationship management.
- Implementing health and safety protocols in the office.
- Managing office technology and equipment procurement.

Unit Five Leadership, Influence, and Career Advancement

- Developing leadership skills from an administrative position.
- Managing upwards and providing strategic support.
- Mentoring junior administrative staff and sharing knowledge.
- Building a professional network for career growth.
- Creating a personal development plan for continuous improvement.
- Anticipating future trends in the administrative profession.
- Presenting ideas and initiatives with confidence and impact.

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 can an Executive Assistant transition from a support role to a strategic business partner, actively influencing executive decision-making?

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

This training course distinguishes itself by focusing on the strategic and leadership dimensions of the executive assistant role, moving beyond the purely technical and administrative skills often taught elsewhere. While other programs may concentrate on software proficiency or basic office procedures, our curriculum is engineered to cultivate a high-level business mindset. We emphasize the development of critical thinking, emotional intelligence, and proactive problem-solving, which are the hallmarks of a truly indispensable strategic partner. The course content is built around real-world case studies and complex scenarios that mirror the challenges faced at the C-suite level, forcing participants to think like an executive. We delve into the nuances of corporate politics, stakeholder management, and influential communication, equipping assistants with the confidence and competence to not just support their leaders, but to actively contribute to their success and the organization's strategic goals. The focus is on transformation—changing the participant's perception of their role from a task-oriented function to a value-driven partnership, thereby unlocking their full potential as a key organizational asset.