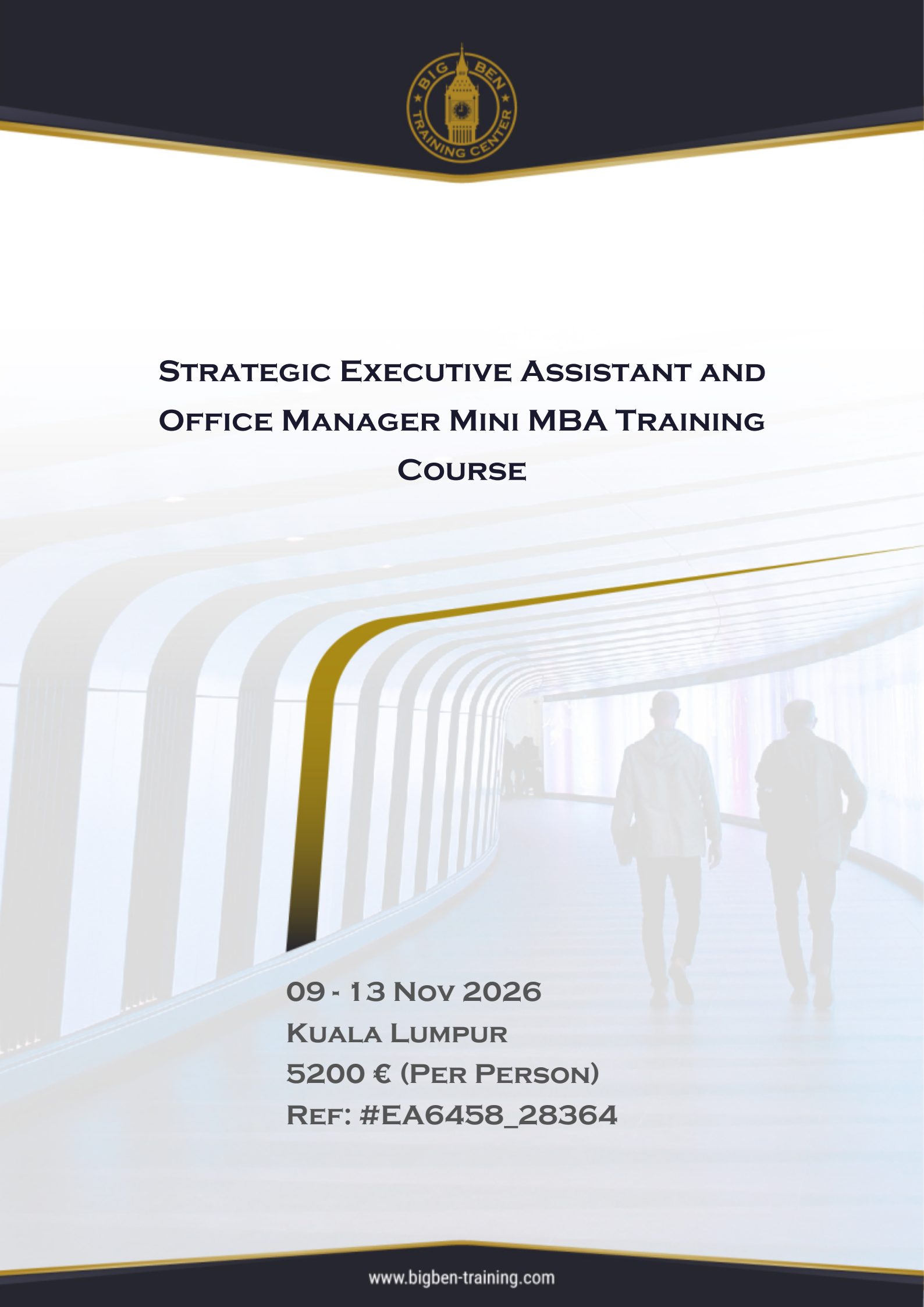
Strategic Executive Assistant and Office Manager Mini MBA Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #EA6458_28364

Course Introduction / Overview:

The role of the Senior Executive Assistant and Office Manager has evolved dramatically from a support function to a strategic partnership at the heart of executive leadership. This intensive Mini MBA program is designed to equip ambitious administrative professionals with the advanced business acumen, leadership capabilities, and strategic management skills required to excel as indispensable business partners. Moving beyond traditional administrative training, this course delves into the core principles of management, finance, and strategy, mirroring the curriculum of a top-tier business program but tailored specifically for the unique challenges and opportunities of executive support roles. Drawing on the management principles of renowned author Peter Drucker, particularly his insights in "The Effective Executive," participants will learn to transition from task execution to strategic contribution. BIG BEN Training Center has meticulously crafted this curriculum to empower attendees to manage complex projects, understand financial drivers, and communicate with influence, thereby maximizing their value and impact within their organizations. This program is a comprehensive journey from A to Z in mastering the competencies that define the modern, high-performing executive support professional.

Target Audience / This training course is suitable for:

- Senior Executive Assistants.
- Personal Assistants to C-Level Executives.
- Office Managers.
- Senior Administrators.
- Administrative Department Heads.
- Executive Support Managers.
- Business Support Managers.
- Experienced administrative professionals seeking to advance into leadership roles.

Target Sectors and Industries:

- Financial Services and Banking.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Oil, Gas, and Energy.
- Legal and Professional Services.
- Consulting Firms.
- Retail and Consumer Goods.
- Government, Public Sector, and Non-Profit Organizations.

Target Organizations Departments:

- Executive Offices and C-Suite Support.
- Administration and Corporate Services.
- Operations Management.
- Human Resources.
- Legal and Compliance Departments.
- Finance and Accounting.
- Project Management Offices (PMO).

Course Offerings:

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

- Develop a strategic mindset to align administrative functions with organizational goals.
- Master financial literacy, including budget management, forecasting, and financial report analysis.
- Lead and manage complex projects from initiation to completion using proven methodologies.
- Enhance leadership and influencing skills to manage upwards and across the organization effectively.
- Refine advanced communication, negotiation, and stakeholder management techniques.
- Utilize modern technology and digital tools to drive efficiency and productivity.
- Implement effective change management strategies within their teams and departments.
- Strengthen problem-solving and critical-thinking abilities for high-pressure situations.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create an experiential learning environment. The course is built on a foundation of real-world case studies, allowing participants to analyze complex business scenarios and develop strategic solutions. A significant portion of the training is dedicated to group discussions, collaborative workshops, and team-based exercises, which encourage peer-to-peer learning and the exchange of diverse perspectives. Role-playing simulations are used to practice and refine critical skills such as negotiation, conflict resolution, and stakeholder communication in a safe and supportive setting. Our expert facilitators provide continuous, constructive feedback and guide participants through practical applications of theories and models. This hands-on approach ensures a deep understanding of the concepts and builds the confidence needed to transition from a support role to a strategic business partner.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern Executive Partner

- The evolution from administrator to strategic business partner.
- Developing core business acumen and understanding organizational strategy.
- Principles of corporate governance and ethical considerations.
- Mastering gatekeeping and managing executive priorities.
- Advanced time management and productivity optimization techniques.
- Emotional intelligence and its application in the executive environment.
- Building a powerful and effective partnership with your executive.

Unit Two: Advanced Communication and Influencing Skills

- Mastering the art of persuasion and influence without authority.
- Advanced negotiation techniques for vendor contracts and internal resources.
- Managing difficult conversations and conflict resolution strategies.
- Polished business writing for reports, proposals, and executive correspondence.
- Crafting and delivering impactful presentations to senior stakeholders.
- Effective stakeholder mapping and relationship management.
- Cross-cultural communication in a global business environment.

Unit Three: Financial and Business Acumen for Administrators

- Understanding financial statements: P&L, balance sheets, and cash flow.
- Developing and managing departmental budgets effectively.
- Fundamentals of financial forecasting and variance analysis.
- Cost-benefit analysis for decision-making and proposals.
- Managing procurement processes and vendor relationships.
- Understanding key performance indicators (KPIs) and business metrics.
- Communicating financial information clearly to non-financial stakeholders.

Unit Four: Project Management and Leadership Principles

- Fundamentals of the project management lifecycle from initiation to closure.
- Practical application of project management tools and techniques.
- Leading teams and initiatives without formal authority.
- Principles of change management and driving adoption of new processes.
- Risk assessment and mitigation strategies for projects and operations.
- Effective delegation, motivation, and team coordination.
- Facilitating productive meetings and driving outcomes.

Unit Five: Technology, Innovation, and Career Advancement

- Leveraging technology and automation for administrative excellence.
- Exploring digital tools for collaboration, project management, and data analysis.
- Fundamentals of data privacy and information security.
- Building your personal brand and professional network.
- Developing a continuous professional development plan.
- Managing and mentoring junior administrative staff.
- Future-proofing your career: trends shaping the future of executive support.

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 the strategic partnership between an executive and their assistant be quantified to demonstrate its direct impact on organizational success and profitability?

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

This course distinguishes itself by fundamentally reframing the executive support role from a tactical function to a strategic leadership position. Unlike standard administrative skills training that focuses solely on task-oriented competencies, this program is a genuine Mini MBA, meticulously designed to cultivate high-level business acumen. Participants delve into complex subjects such as financial analysis, corporate strategy, and project leadership, areas typically outside the scope of traditional assistant training. The curriculum emphasizes developing a strategic mindset, enabling participants to understand the "why" behind executive decisions and contribute proactively to organizational objectives. We focus on teaching how to influence outcomes, manage stakeholders, and lead initiatives, empowering attendees to act as a true proxy and partner to their executives. The integration of advanced soft skills like negotiation and emotional intelligence with hard skills like budget management provides a holistic and transformative learning experience. This is not just about becoming a better assistant; it is about becoming an indispensable business asset.