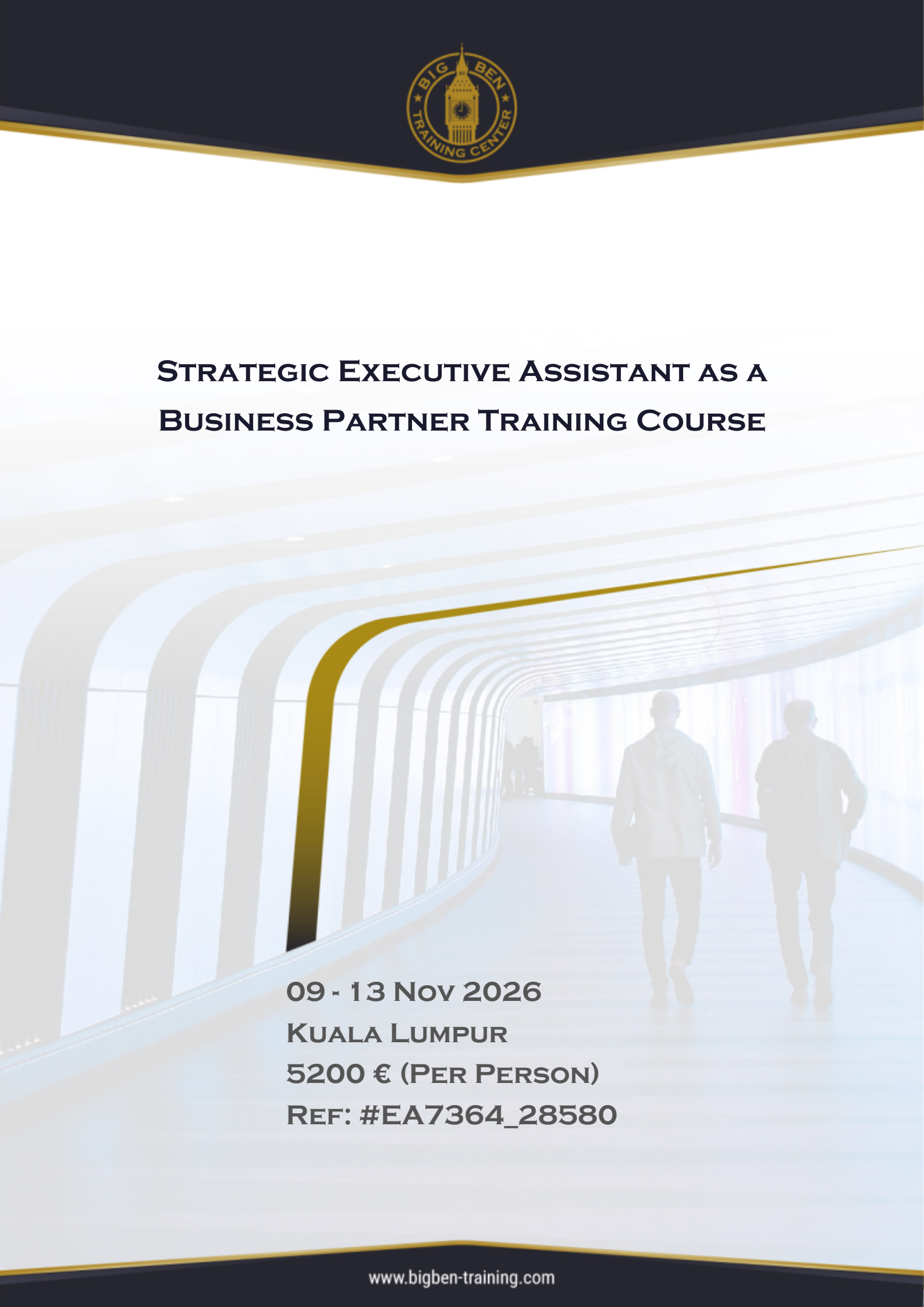
Strategic Executive Assistant as a Business Partner Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #EA7364_28580

Course Introduction / Overview:

The role of the Executive Assistant has fundamentally evolved from a support function to a strategic business partnership. This transformation demands a new set of advanced skills that go far beyond traditional administrative tasks. This course is meticulously designed to bridge that gap, empowering executive support professionals to become indispensable assets to their leaders and organizations. Drawing on principles of modern management and strategic alignment, the program delves into the core competencies required to operate at a C-suite level. As discussed by experts like Melba J. Duncan in her influential book, "The New Executive Assistant: A Guide to the C-Suite," today's top-tier assistants must possess exceptional business acumen, emotional intelligence, and the ability to influence without authority. BIG BEN Training Center has crafted this immersive experience to cultivate these exact capabilities. Participants will learn to anticipate needs, manage complex projects, handle sensitive information with utmost discretion, and communicate with stakeholders effectively, ultimately positioning themselves as true strategic partners who contribute directly to executive success and organizational goals.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Senior Executive Assistants.
- Personal Assistants to C-Level Executives.
- Senior Administrative Assistants.
- Executive Support Professionals.
- Office Managers aspiring to an executive support role.
- Administrative Managers.
- Executive Officers.

Target Sectors and Industries:

- Banking and Financial Services.
- Oil and Gas.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Real Estate and Construction.
- Government, Semi-Governmental, and Public Sector Organizations.
- Retail and FMCG.
- Aviation and Logistics.
- Consulting and Professional Services.

Target Organizations Departments:

- Executive Management Office.
- Administration and Support Services.
- Human Resources.
- Legal and Compliance.
- Operations Management.
- Board of Directors Support Staff.
- Corporate Communications.
- Project Management Office.

Course Offerings:

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

- Develop a strategic mindset to operate as a true business partner to their executive.
- Master advanced communication techniques for effective stakeholder management and influence.
- Apply project management principles to oversee complex tasks and executive initiatives.
- Enhance emotional intelligence to navigate corporate politics and build strong professional relationships.
- Act as a strategic gatekeeper, managing priorities and information flow with precision.
- Strengthen business acumen to understand and contribute to organizational objectives.
- Uphold the highest standards of confidentiality, discretion, and professional ethics.
- Proactively anticipate executive needs and provide solutions to complex challenges.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional environment. We move beyond theoretical lectures to foster a dynamic learning atmosphere where skills are built through practice and feedback. The course heavily utilizes real-world case studies that mirror the complex challenges faced by senior executive assistants, allowing participants to analyze situations and develop strategic solutions in a controlled setting. Group discussions and collaborative workshops encourage the sharing of diverse experiences and perspectives, enriching the learning process for all. Role-playing scenarios are employed to practice critical skills such as managing difficult conversations, influencing stakeholders, and presenting information to executives. Participants will also engage in practical exercises focused on project planning, strategic scheduling, and proactive problem-solving. Continuous feedback from the instructor and peers is a cornerstone of our approach, ensuring that participants can refine their new skills and leave with a concrete action plan to implement in their workplace.

Course Agenda (Course Units):

Unit One The Strategic Mindset: From Assistant to Business Partner

- The evolution of the Executive Assistant role in the modern corporation.
- Understanding the language of business and developing core business acumen.
- Shifting from a reactive task-doer to a proactive strategic partner.
- Aligning your goals and actions with your executive's strategic objectives.
- Fundamentals of strategic thinking and forward planning.
- Identifying key business drivers and performance indicators in your organization.
- Building a framework for effective decision-making support.

Unit Two Advanced Communication and Interpersonal Excellence

- Mastering the art of professional communication and executive presence.
- Techniques for influencing without formal authority.
- Navigating complex corporate dynamics and stakeholder management.
- Developing high-level emotional intelligence for relationship building.
- Advanced conflict resolution and negotiation skills.
- Crafting clear and concise executive summaries and business correspondence.
- Acting as a confident liaison between the executive and key internal/external parties.

Unit Three Executive-Level Project and Operations Management

- Applying project management fundamentals to executive initiatives.
- Advanced calendar management and strategic scheduling techniques.
- Planning and executing high-stakes meetings and corporate events.
- Leveraging technology and productivity tools to maximize efficiency.
- Managing information flow and creating effective reporting systems.
- Financial literacy basics for budget tracking and expense management.
- Streamlining office operations and administrative workflows for peak performance.

Unit Four Upholding Governance, Confidentiality, and Ethics

- Understanding the principles of corporate governance and compliance.
- Mastering the art of discretion and managing confidential information.
- Serving as the executive's trusted advisor and ethical sounding board.
- Identifying and mitigating potential risks and challenges.
- Developing protocols for crisis communication and management.
- The legal and ethical responsibilities of the executive support role.
- Building and maintaining a reputation for unwavering integrity.

Unit Five Leadership, Influence, and Career Progression

- Developing your personal brand and leadership style.
- Proactively managing your career and professional development.
- Techniques for effectively managing up and partnering with your executive.
- Mentoring junior administrative staff and leading by example.
- Building a powerful professional network for long-term success.
- Preparing for future challenges and opportunities in the executive support field.
- Creating a personal action plan for continuous improvement and growth.

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 proactively shift their executive's perception of their role from a support function to an indispensable strategic asset?

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

This course distinguishes itself by moving beyond the traditional administrative skill set to cultivate the strategic mindset essential for a true business partnership. While other programs may focus on software proficiency or basic office management, this training is architected around developing high-level business acumen, strategic foresight, and the ability to influence key outcomes. We concentrate on the intangible yet critical competencies that empower an Executive Assistant to operate as an extension of their executive. The curriculum is uniquely focused on proactive problem-solving and anticipatory support, teaching participants not just how to respond to requests, but how to foresee challenges and opportunities. Through immersive case studies drawn from C-suite environments and role-playing exercises centered on stakeholder management and negotiation, the course provides a practical, real-world framework for enhancing executive effectiveness. It is designed not to create a more efficient administrator, but to forge a confident, strategic partner who adds measurable value to the leadership team and the organization at large.