Digital Transformation and Office Tech for EAs Training Course



09 - 13 Nov 2026

Geneva

5900 € (Per Person)

Ref: #EA8865_27875

Course Introduction / Overview:

The role of the Executive Assistant is undergoing a profound evolution, shifting from a support function to a strategic partnership at the heart of modern organizations. This transformation is driven by the relentless pace of digital innovation and the adoption of modern office technology. This course is meticulously designed to equip Executive and Administrative Assistants with the critical skills and digital mindset needed to thrive in this new landscape. As detailed by authors like Andrew McAfee and Erik Brynjolfsson in their influential book, "The Second Machine Age," technology is not just augmenting but redefining professional roles. This program moves beyond basic software training, focusing instead on the strategic application of digital tools to enhance productivity, streamline workflows, and provide proactive, data-informed support. At BIG BEN Training Center, we understand that true digital transformation is about people and processes as much as it is about technology. Therefore, this course provides a comprehensive framework for navigating change, mastering collaboration platforms, automating routine tasks, and ensuring robust data security, empowering participants to become indispensable assets in their digitally-driven workplaces.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants.
- Senior Administrative Assistants.
- Office Managers.
- Senior Secretaries.
- Administrative Coordinators.
- Team Leaders in administrative roles.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Governmental and Public Sector Organizations.
- Banking and Financial Services.
- Oil and Gas Industry.
- Healthcare and Pharmaceutical.
- Technology and Telecommunications.
- Non-Profit and Non-Governmental Organizations.

Target Organizations Departments:

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

Course Offerings:

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

- Develop a strategic understanding of digital transformation and its impact on the administrative profession.
- Master advanced features of modern collaboration suites like Microsoft 365 and Google Workspace.
- Implement workflow automation tools to eliminate repetitive tasks and increase efficiency.
- Manage digital information and documents securely and effectively.
- Utilize project management software to track tasks and support team objectives.
- Enhance digital communication and virtual meeting facilitation skills.
- Apply cybersecurity best practices to protect sensitive information and company data.
- Leverage AI-powered tools to augment productivity and decision-support.
- Manage change effectively within their teams and support digital adoption.
- Create a personal development plan for continuous technological upskilling.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their new skills in the workplace. We move beyond traditional lecture-based formats to create a dynamic learning environment. The course incorporates a blend of expert-led instruction, real-world case study analysis, and hands-on software simulations. Participants will engage in collaborative group exercises and workshops that mirror the challenges they face in their daily roles, fostering peer-to-peer learning and problem-solving. Interactive sessions, Q&A panels, and facilitated discussions encourage active participation and a deeper understanding of the concepts. A significant emphasis is placed on practical application, where attendees will work with key digital tools to automate a process, manage a mock project, or secure a set of documents. Continuous feedback is provided by the instructor to guide learning and reinforce key competencies. This immersive approach ensures a comprehensive and lasting learning experience.

Course Agenda (Course Units):

Unit One: The Strategic Role of the EA in the Digital Age

- Foundations of Digital Transformation.
- The Evolution of the Administrative Professional.
- Developing a Digital-First Mindset.
- Core Competencies for the Modern EA.
- Understanding Key Technology Trends Affecting the Workplace.
- Aligning Administrative Functions with Organizational Digital Strategy.
- Personal Branding and Professional Development in a Tech-Driven World.

Unit Two: Mastering Digital Collaboration and Productivity Platforms

- Advanced Features of Microsoft 365 and Google Workspace.
- Effective Virtual Meeting Management and Facilitation.
- Leveraging Team Collaboration Tools like Slack and Microsoft Teams.
- Mastering Digital Calendar and Schedule Management.
- Cloud-Based File Sharing and Document Co-authoring.
- Digital Note-Taking and Information Organization with OneNote and Evernote.
- Best Practices for Professional Digital Communication and Etiquette.

Unit Three: Workflow Automation and Information Management

- Introduction to Business Process Automation for Administrative Tasks.
- Using Tools like Power Automate and Zapier for Simple Automations.
- Developing and Implementing Digital Filing Systems.
- Principles of Effective Document and Version Control.
- Managing Databases and CRM Systems at a Foundational Level.
- Ensuring Data Privacy and Compliance (GDPR and other regulations).
- Techniques for Digital Archiving and Records Management.

Unit Four: Advanced Digital Skills for Proactive Support

- Introduction to Artificial Intelligence (AI) Tools for EAs.
- Leveraging Data to Provide Insights and Support Executive Decision-Making.
- Cybersecurity Fundamentals and Threat Awareness for Administrative Staff.
- Managing Digital Travel and Expense Reporting Systems.
- Fundamentals of Digital Project Management using Trello or Asana.
- Creating Professional Reports and Presentations with Advanced Tools.
- Supporting Hybrid and Remote Teams with Technology.

Unit Five: Becoming a Future-Ready Digital Leader

- Leading and Managing Technological Change within Your Team.
- Troubleshooting Common Technology Issues.
- Building a Personal Learning Network for Continuous Skill Development.
- Creating a Technology Implementation Plan for a New Tool.
- Capstone Project: Designing an Optimized Digital Workflow for a Core Administrative Process.
- Presenting and Justifying Technology-Driven Solutions.
- Final Review and Action Planning for Workplace Implementation.

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:

As AI-powered administrative tools become more sophisticated, how does the core value proposition of a human Executive Assistant evolve from task execution to strategic partnership?

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

This course distinguishes itself by focusing on the strategic integration of technology rather than isolated software skills. While many programs teach the "how-to" of specific applications, this training delves into the "why" and "when," empowering Executive Assistants to think like digital strategists. It is built on the premise that the true value of a modern EA lies not in their ability to use a tool, but in their capacity to leverage technology to drive efficiency, anticipate needs, and provide high-level strategic support. We emphasize developing a digital mindset, which includes critical thinking about process improvement, proactive problem-solving, and leading change adoption within their sphere of influence. The curriculum uniquely combines technical proficiency with crucial soft skills like change management and digital communication, preparing participants to be not just users of technology, but champions of digital transformation. The inclusion of forward-looking topics like AI applications and data-informed support ensures that graduates are not just ready for today's office, but are equipped to navigate the workplace of the future.