Advanced Executive & Senior Administrative Skills Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MA6816_192092

Course Introduction / Overview:

The role of the senior administrative professional has evolved dramatically from a support function to a strategic partnership at the executive level. This transformation demands a sophisticated skill set that extends beyond traditional office management. This course is meticulously designed to empower experienced administrators and executive assistants with the advanced competencies required to excel as indispensable business partners. Drawing on contemporary management principles, such as those advocated by global administrative authority Lucy Brazier on the evolution of the assistant's role, we explore the transition from task-based support to strategic contribution. Participants will delve into advanced communication, project management, and leadership techniques, learning to operate with greater autonomy and business acumen. This program, offered by BIG BEN Training Center, moves beyond procedural training, focusing instead on developing the critical thinking and proactive problem-solving skills that define top-tier executive support. It prepares participants to manage complex responsibilities, influence outcomes, and add measurable value to their organizations, solidifying their position as a vital asset to senior leadership. This is a comprehensive journey into the core of modern executive administration, equipping professionals to navigate the challenges of today's fast-paced corporate environment with confidence and strategic insight.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Senior Personal Assistants.
- Senior Administrators.
- Office Managers.
- Administrative Team Leaders.
- Senior Secretaries.
- Executive Secretaries.
- Individuals aspiring to high-level administrative roles.

Target Sectors and Industries:

- Banking and Financial Services.
- Oil, Gas, and Energy Sectors.
- Healthcare and Pharmaceuticals.
- Telecommunications and Technology.
- Real Estate and Construction.
- Governmental bodies and public sector organizations.
- Non-profit and international organizations.
- Hospitality and Aviation.

Target Organizations Departments:

- Executive Management Offices.
- Administration and General Services.
- Human Resources and Personnel.
- Legal and Compliance Departments.
- Finance and Accounting.
- Operations and Logistics.
- Marketing and Public Relations.
- Project Management Offices.

Course Offerings:

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

- Master the strategic functions and responsibilities of a senior administrative professional.
- Enhance interpersonal skills for effective communication and stakeholder management.
- Implement advanced time management and productivity systems to handle complex workloads.
- Develop project management skills to lead and support departmental initiatives.
- Refine business writing skills for creating professional and impactful documents.
- Manage executive meetings, from strategic agenda setting to precise minute-taking.
- Apply leadership principles to influence colleagues and manage administrative teams.
- Utilize modern office technologies to streamline workflows and improve efficiency.
- Handle confidential information with the highest degree of professional ethics and discretion.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring a deep and practical understanding of advanced administrative concepts. We move beyond traditional lectures to create a dynamic learning environment where skills are actively developed, not just passively learned. The course heavily relies on real-world case studies that challenge participants to analyze complex administrative scenarios and devise strategic solutions. Through collaborative group discussions and brainstorming sessions, attendees will share experiences and gain diverse perspectives on common workplace challenges. Practical exercises, role-playing simulations, and hands-on workshops are integrated throughout the five days to build confidence in applying new techniques in areas like conflict resolution, negotiation, and executive briefing. Our expert facilitators provide continuous, constructive feedback to guide individual development. This blended approach ensures that participants leave the course not only with new knowledge but also with the practical ability to implement these advanced skills immediately upon their return to the workplace, driving tangible improvements in performance and productivity.

Course Agenda (Course Units):

Unit One: The Strategic Role of the Modern Executive Administrator

- The evolution from administrator to strategic business partner.
- Understanding corporate strategy and executive priorities.
- Developing business acumen and industry awareness.
- Gatekeeping, networking, and managing executive access.
- Ethical considerations and maintaining confidentiality.
- Building a powerful and effective partnership with your executive.
- Personal branding and professional presence.

Unit Two: Advanced Communication and Interpersonal Excellence

- Mastering assertive communication and influencing techniques.
- Advanced emotional intelligence for managing workplace dynamics.
- Navigating difficult conversations and conflict resolution.
- Polishing business writing for reports, proposals, and executive correspondence.
- Effective presentation and public speaking skills for administrators.
- Cross-cultural communication in a global business environment.
- Managing upwards and providing constructive feedback to leadership.

Unit Three: Mastering Productivity and Project Management

- Advanced time management and prioritization for complex workloads.
- Fundamentals of project management for administrative professionals.
- Planning, executing, and closing administrative projects.
- Managing multiple projects and conflicting deadlines.
- Effective meeting management from agenda to action items.
- Advanced minute-taking techniques for formal and informal meetings.
- Leveraging technology for task and workflow automation.

Unit Four: Leadership, Influence, and Event Management

- Developing leadership skills within an administrative role.
- Motivating colleagues and leading administrative teams.
- Delegation, coaching, and performance feedback skills.
- Comprehensive event management from concept to execution.
- Budgeting, vendor negotiation, and logistics for corporate events.
- Managing complex executive travel and multi-destination itineraries.
- Crisis management and contingency planning.

Unit Five: Technology, Innovation, and Future-Proofing Your Career

- Leveraging digital tools for collaboration and productivity.
- Introduction to data analysis and reporting for administrators.
- Managing digital records and information systems effectively.
- Understanding the impact of AI on the administrative profession.
- Proactive problem-solving and critical thinking skills.
- Creating a continuous professional development plan.
- Becoming an indispensable asset and change agent in the organization.

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 artificial intelligence automates routine administrative tasks, how can senior administrators redefine their value proposition to focus on uniquely human skills like strategic thinking and emotional intelligence?

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

This course distinguishes itself by fundamentally shifting the focus from procedural office tasks to the development of strategic business acumen and leadership capabilities. Unlike standard administrative training that often concentrates on software proficiency and routine duties, this program is architected around the concept of the administrator as a strategic partner. We delve into the cognitive skills that are irreplaceable by technology, such as critical thinking, emotional intelligence, and proactive decision-making. The curriculum is designed to cultivate a deep understanding of organizational dynamics, enabling participants to anticipate executive needs, manage complex projects, and influence outcomes without formal authority. Rather than providing a checklist of skills, we foster a mindset of ownership and strategic contribution. The content is rooted in contemporary management theory and real-world executive challenges, ensuring that participants learn not just the "how" but the "why" behind their actions. This approach transforms high-potential administrators into indispensable strategic assets who drive efficiency, facilitate communication, and add tangible value to the executive leadership team.