Advanced Executive Assistant and Office Management Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #OM2081_27068

Course Introduction / Overview:

This comprehensive training course is designed to elevate the roles of executive assistants and senior office managers from operational support to strategic business partners. In today's dynamic corporate environment, the demand for proactive, tech-savvy, and strategically-minded administrative professionals has never been higher. This program moves beyond traditional administrative tasks to cultivate advanced skills in leadership, project management, and strategic communication. As highlighted by experts like Melba J. Duncan, the modern executive assistant is a critical asset to executive leadership, influencing productivity and organizational success. This course delves into the core competencies outlined in seminal works on administrative excellence, such as "The Innovative Admin" by Julie Perrine, providing a framework for mastering complex responsibilities. At BIG BEN Training Center, we have crafted a curriculum that addresses real-world challenges, equipping participants with the tools to manage priorities, navigate complex stakeholder relationships, and leverage technology to drive efficiency. This journey will transform your approach to office management and executive support, positioning you as an indispensable leader within your organization.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Senior Executive Assistants.
- Personal Assistants.
- Senior Office Managers.
- Administrative Managers.
- Executive Support Professionals.
- Senior Administrators.
- Team Leaders in administrative functions.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Oil and Gas Industry.
- Technology and Telecommunications.
- Healthcare and Pharmaceutical Industries.
- Government, Semi-Government, and Public Sector Organizations.
- Non-Profit and Non-Governmental Organizations.
- Hospitality and Real Estate.

Target Organizations Departments:

- Executive Management Offices.
- Administration and Operations Departments.
- Human Resources Departments.
- Legal and Compliance Departments.
- Project Management Offices.
- Finance and Accounting Departments.
- Marketing and Sales Support Teams.

Course Offerings:

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

- Develop a strategic mindset to align administrative functions with executive goals.
- Master advanced communication techniques for effective stakeholder management and influence.
- Implement sophisticated time management and prioritization strategies for peak productivity.
- Lead and manage complex projects and events from conception to successful completion.
- Utilize modern office technology and digital tools to streamline workflows and enhance collaboration.
- Enhance problem-solving and critical-thinking skills to handle workplace challenges proactively.
- Cultivate leadership qualities to mentor junior staff and drive positive office culture.
- Manage confidential information with the highest level of discretion and professionalism.

Course Methodology:

The training methodology at BIG BEN Training Center is built on a foundation of experiential and participatory learning to ensure deep comprehension and practical application. We reject passive, lecture-based formats in favor of a dynamic and interactive environment where participants are actively engaged. The course utilizes a blend of expert-led presentations, real-world case study analyses, and collaborative group discussions to explore complex scenarios. Participants will engage in practical exercises, role-playing simulations, and problem-solving workshops that mirror the challenges they face in their roles. This hands-on approach allows for the immediate application of learned concepts. Continuous feedback is provided through peer reviews and instructor guidance, fostering a supportive learning community. Our focus is on bridging the gap between theory and practice, ensuring that every participant leaves with a toolkit of actionable strategies and refined skills ready for immediate implementation in their workplace. The methodology is designed to build confidence and competence in handling the advanced responsibilities of a senior administrative professional.

Course Agenda (Course Units):

Unit One: The Strategic Executive Assistant and Office Manager

- The evolution from a support role to a strategic partner.
- Understanding executive priorities and business objectives.
- Developing business acumen and industry knowledge.
- Building a powerful and effective partnership with your executive.
- Ethical considerations and maintaining confidentiality.
- Gatekeeping and managing executive accessibility.
- Personal branding and professional presence.

Unit Two: Advanced Communication and Interpersonal Mastery

- Mastering verbal and non-verbal communication techniques.
- Advanced business writing for reports, proposals, and executive correspondence.
- Navigating difficult conversations and managing conflict with diplomacy.
- Effective negotiation and persuasion skills.
- Managing internal and external stakeholder relationships.
- Public speaking and presentation skills for administrative professionals.
- Cross-cultural communication in a global business environment.

Unit Three: High-Impact Productivity and Project Management

- Advanced time management and prioritization frameworks.
- Managing multiple projects and conflicting deadlines effectively.
- Fundamentals of project management for non-project managers.
- Planning and executing successful meetings and corporate events.
- Mastering the art of minute-taking and action tracking.
- Streamlining office workflows and administrative processes for efficiency.
- Delegation strategies for optimal team performance.

Unit Four: Leveraging Technology for the Modern Office

- Maximizing productivity with advanced features in office suites.
- Utilizing collaboration tools for remote and hybrid teams.
- Digital filing systems and information management best practices.
- Introduction to data analysis and reporting for administrative decisions.
- Cybersecurity awareness and protecting sensitive information.
- Exploring AI-powered tools for administrative automation.
- Managing digital calendars and scheduling with precision.

Unit Five: Leadership, Influence, and Career Advancement

- Developing leadership skills without formal authority.
- Proactive problem-solving and critical-thinking techniques.
- Mentoring junior administrative staff and fostering teamwork.
- Managing office politics and building strategic alliances.
- Creating a professional development plan for career growth.
- Demonstrating value and articulating your contributions.
- Preparing for future trends in the administrative profession.

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 does the integration of artificial intelligence in administrative tasks challenge the traditional definition of an executive assistant's value and what new skills must be cultivated to remain indispensable?

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

This course distinguishes itself by moving beyond the procedural aspects of administrative work to cultivate a strategic, leadership-oriented mindset. While many programs focus on software proficiency and basic office tasks, our curriculum is engineered to transform participants into proactive business partners who anticipate needs, manage complex projects, and contribute to executive-level decision-making. We emphasize the development of sophisticated soft skills such as strategic communication, conflict resolution, and stakeholder management, which are critical for navigating the modern corporate landscape. The content is deeply rooted in real-world business challenges, utilizing case studies and interactive simulations that reflect the complexities of senior administrative roles. Rather than simply teaching what to do, we focus on the 'why' behind every action, fostering critical thinking and adaptability. This program is not about becoming a better assistant; it is about becoming an indispensable strategic asset and a leader within the administrative function, equipped to handle future challenges and drive organizational success from the heart of the executive office.