AI-Powered Office Automation for Executive Assistants Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #OM2215_258743

Course Introduction / Overview:

The role of the executive assistant is undergoing a profound transformation, moving from a support function to a strategic partnership. This evolution is driven by the integration of office automation and artificial intelligence, which are no longer futuristic concepts but essential tools for modern efficiency. This course is designed to empower executive and administrative assistants to harness these technologies, turning routine tasks into automated workflows and freeing up valuable time for higher-level strategic contributions. Drawing on principles discussed by thought leaders like Thomas H. Davenport in works such as "The AI Advantage", we will explore how to leverage AI for everything from intelligent scheduling and communication to data analysis and report generation. Participants will learn not just how to use specific tools, but how to develop an AI-driven mindset that anticipates needs and proactively solves problems. BIG BEN Training Center has developed this program to ensure administrative professionals are not just prepared for the future of work but are actively shaping it, becoming indispensable assets to their executives and organizations. This course provides a comprehensive roadmap for mastering the synergy between human expertise and artificial intelligence.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants.
- Administrative Assistants.
- Senior Secretaries.
- Office Managers.
- Administrative Coordinators.
- Support Staff for Senior Management.
- Team Administrators.

Target Sectors and Industries:

- Corporate and Business Services.
- Banking and Financial Services.
- Legal and Professional Services.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Government Agencies and Public Sector Organizations.
- Consulting and Advisory Firms.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

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

Course Offerings:

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

- Automate repetitive administrative tasks using modern office automation tools.
- Leverage generative AI for drafting professional emails, reports, and presentations.
- Master prompt engineering techniques to achieve precise and effective AI-generated outputs.
- Implement intelligent calendar and meeting management systems to optimize executive time.
- Utilize AI-powered tools for data analysis, summarization, and insight generation.
- Develop a strategic framework for integrating AI into daily workflows to enhance productivity.
- Identify and mitigate the ethical and security considerations of using AI in an administrative role.
- Enhance decision-making support by providing data-driven insights to executives.
- Future-proof their professional skills by embracing digital transformation in the workplace.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring participants can immediately apply their new skills. This course moves beyond theoretical lectures and focuses on experiential learning through a blend of hands-on labs, real-world case studies, and collaborative workshops. Participants will work directly with a suite of AI and automation tools in a guided environment, learning by doing. Each module includes practical exercises that simulate challenges faced by modern executive assistants, from managing complex schedules to generating urgent reports. Group discussions and peer-to-peer feedback sessions are integral to the learning process, allowing participants to share insights and solve problems collectively. Our expert instructors facilitate these sessions, providing personalized guidance and ensuring a deep understanding of the concepts. The methodology emphasizes a strategic approach, teaching participants not just how to use tools, but how to critically evaluate and select the right technology for any given task, fostering a mindset of continuous improvement and innovation.

Course Agenda (Course Units):

Unit One: The Modern Assistant in the Age of AI and Automation

- The Evolution of the Executive Assistant Role.
- Fundamentals of Artificial Intelligence and Machine Learning.
- Understanding Office Automation and Robotic Process Automation (RPA).
- Key Differences Between Generative AI and Traditional Automation.
- Identifying Repetitive Tasks Prime for Automation.
- Core Competencies for the AI-Powered Assistant.
- Setting a Foundation for Digital Transformation in Your Role.

Unit Two: AI-Powered Communication and Content Creation

- Mastering Generative AI for Professional Correspondence.
- Fundamentals of Effective Prompt Engineering for Text and Images.
- Drafting Reports, Memos, and Meeting Minutes with AI Assistance.
- Creating Engaging Presentation Slides and Speaker Notes.
- Tools for Real-Time Transcription and Meeting Summarization.
- Maintaining a Professional Tone and Voice with AI Writing Assistants.
- Proofreading and Editing Documents with Intelligent Tools.

Unit Three: Intelligent Workflow and Task Management

- Automating Calendar Management and Smart Scheduling.
- AI-Powered Tools for Prioritizing Tasks and Managing Deadlines.
- Streamlining Travel Planning and Itinerary Creation.
- Automating Expense Reporting and Invoice Processing.
- Integrating Different Applications to Create Seamless Workflows.
- Using AI for Advanced Email Filtering and Management.
- Introduction to No-Code Automation Platforms for Assistants.

Unit Four: Data Analysis and Reporting with AI

- Leveraging AI to Extract Insights from Documents and Spreadsheets.
- Creating Data Visualizations and Dashboards with AI Tools.
- Generating Automated Summaries of Long Reports and Articles.
- Using AI for Market Research and Information Gathering.
- Ensuring Data Accuracy and Integrity in AI-Generated Reports.
- Presenting Data-Driven Insights to Support Executive Decision-Making.
- Fundamentals of Data Privacy in an AI Context.

Unit Five: Strategic Integration and Future-Proofing Your Career

- Developing a Personal AI Integration Strategy.
- Ethical Considerations and Responsible AI Use in the Workplace.
- Managing Cybersecurity Risks Associated with AI Tools.
- Becoming a Technology Advisor to Your Executive.
- Building a Business Case for New Automation Tools.
- Continuous Learning Pathways and Staying Ahead of the Curve.
- The Future of the Administrative Profession and Your Role in It.

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 automates routine administrative tasks, how does the core value proposition of an executive assistant shift from task execution to strategic partnership and emotional intelligence?

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

This course distinguishes itself by focusing on the strategic and cognitive shift required of executive assistants, rather than merely providing a tutorial on a list of software applications. While many programs teach the "what" and "how" of using AI tools, we emphasize the "why" and "when". Our curriculum is built around developing a strategic mindset, empowering participants to act as technology advisors and automation architects within their executive teams. We delve into the nuances of prompt engineering, not as a technical skill, but as an art of communication with AI to achieve superior outcomes. The program uniquely addresses the ethical and security dimensions of AI in an administrative context, preparing assistants for the real-world complexities of handling sensitive information. Furthermore, the course content is forward-looking, dedicated to future-proofing the assistant's career by cultivating skills in strategic thinking, problem-solving, and data-driven advisory that AI cannot replicate. It is an intellectual journey designed to transform the participant from a task-doer into a strategic enabler.