



STRATEGIC EXECUTIVE ASSISTANT & OFFICE MANAGER TRAINING COURSE

23 - 27 Nov 2026

BARCELONA

5900 € (PER PERSON)

REF: #PRO1399_120806



COURSE INTRODUCTION / OVERVIEW:

The role of the executive assistant and senior office manager has evolved dramatically from a support function to a strategic partnership at the heart of executive leadership. This transformation demands a new set of advanced skills encompassing business acumen, project management, and influential communication. This course is meticulously designed to bridge that gap, providing a comprehensive roadmap for administrative professionals aspiring to become indispensable strategic assets to their organizations. Drawing upon contemporary management principles, such as those discussed by experts like Melba J. Duncan in her influential book "The New Executive Assistant: A Guide to Succeeding with Any Boss," the curriculum moves beyond traditional administrative tasks. It focuses on developing a proactive, forward-thinking mindset. At BIG BEN Training Center, we have crafted a learning experience that equips participants with the tools to manage complex schedules, lead office operations, and contribute to high-level decision-making processes, ensuring they can navigate the modern corporate landscape with confidence and strategic insight. This program is the definitive guide to achieving administrative excellence and becoming a true C-suite partner.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Executive Assistants.
- Senior Executive Assistants.
- Personal Assistants to C-Suite Executives.
- Office Managers.
- Senior Office Managers.
- Administrative Managers.
- Executive Support Professionals.
- Administrative Team Leaders.
- Executive Secretaries.



TARGET SECTORS AND INDUSTRIES:

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Technology and Telecommunications.
- Healthcare and Pharmaceutical Industries.
- Government Agencies and Public Sector Organizations.
- Oil and Gas Industry.
- Non-Profit and Non-Governmental Organizations (NGOs).
- Education and Academia.

TARGET ORGANIZATIONS DEPARTMENTS:

- Executive Leadership Offices.
- General Administration Department.
- Human Resources Department.
- Operations and Facilities Management.
- Legal and Compliance Departments.
- Project Management Office (PMO).
- Finance and Accounting Departments.
- Marketing and Sales Support Departments.



COURSE OFFERINGS:

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

- Align administrative functions with strategic business objectives.
- Master advanced communication techniques for managing executive correspondence and stakeholder relations.
- Implement project management principles to oversee complex tasks and events from initiation to completion.
- Develop leadership skills to manage administrative teams and optimize office operations effectively.
- Enhance technological proficiency with modern productivity tools and digital collaboration platforms.
- Cultivate a strong executive presence and build a powerful professional brand.
- Proactively anticipate executive needs and provide high-level, strategic support.
- Manage confidential information with the highest degree of ethics and professionalism.
- Navigate complex office politics and resolve conflicts with diplomacy and confidence.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, 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 presentations, real-world case study analysis, and interactive group discussions where participants can share experiences and solve common challenges. A significant portion of the training is dedicated to hands-on workshops and role-playing exercises focused on areas like conflict resolution, stakeholder communication, and managing difficult conversations. Participants will receive constructive feedback from both the instructor and their peers, fostering a supportive and collaborative atmosphere. We utilize practical tools and templates for project management, event planning, and office administration that can be adapted for use within their own organizations. This immersive, application-focused approach ensures a deep understanding of the concepts and builds confidence in executing high-level administrative and managerial responsibilities.



COURSE AGENDA (COURSE UNITS):

UNIT ONE: THE STRATEGIC ROLE OF THE MODERN ADMINISTRATIVE PROFESSIONAL

- The Evolution from Administrator to Strategic Partner.
- Developing Business Acumen and Understanding Organizational Goals.
- The Assistant as a Key Information and Communication Hub.
- Ethical Considerations and Managing Confidentiality at the Executive Level.
- Building a Powerful and Effective Partnership with Your Executive.
- Understanding Corporate Governance and Your Role Within It.
- Proactive Management vs. Reactive Support.

UNIT TWO: ADVANCED COMMUNICATION AND INTERPERSONAL EXCELLENCE

- Mastering Professional Business Writing and Email Etiquette.
- Techniques for Effective Gatekeeping and Stakeholder Management.
- Developing Emotional Intelligence for Workplace Success.
- Navigating Difficult Conversations and Conflict Resolution.
- Influential Communication and Persuasion Skills.
- Active Listening and Non-Verbal Communication Cues.
- Crafting and Delivering Clear and Concise Presentations.

UNIT THREE: MASTERING PRODUCTIVITY AND PROJECT MANAGEMENT

- Advanced Time Management and Prioritization Strategies.
- Introduction to Project Management Principles for Administrative Professionals.
- Planning and Executing Corporate Meetings and Events.
- Leveraging Technology for Maximum Productivity and Collaboration.
- Effective Minute-Taking and Action Item Tracking.
- Managing Complex Travel Itineraries and Logistics.
- Streamlining Workflows and Office Processes for Efficiency.



UNIT FOUR: LEADERSHIP IN OFFICE AND OPERATIONS MANAGEMENT

- Fundamentals of Supervising and Leading an Administrative Team.
- Delegation, Motivation, and Performance Feedback Techniques.
- Managing Office Budgets and Financial Record-Keeping.
- Vendor Negotiation and Relationship Management.
- Overseeing Facilities, Health, and Safety Protocols.
- Onboarding New Staff and Fostering a Positive Office Culture.
- Implementing and Managing New Office Technologies and Systems.

UNIT FIVE: CULTIVATING EXECUTIVE PRESENCE AND CAREER GROWTH

- Building Your Professional Brand and Executive Presence.
- Strategic Networking Within and Outside the Organization.
- Managing Upward and Providing Constructive Feedback to Leadership.
- Developing Resilience and Managing Stress in a High-Pressure Role.
- Creating a Personal and Professional Development Plan.
- Positioning Yourself for Career Advancement and New Opportunities.
- Final Course Review and Personal Action Planning.

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 the strategic alignment of an Executive Assistant's role with organizational goals directly impact executive decision-making and overall business performance?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by fundamentally reframing the administrative role from one of passive support to one of active strategic partnership. While many programs focus narrowly on software proficiency or basic office procedures, this curriculum is built on a foundation of advanced business acumen, leadership, and strategic thinking. We delve into the 'why' behind administrative tasks, connecting them directly to broader organizational objectives. The content is uniquely structured to cultivate a proactive mindset, teaching participants not just how to manage a calendar, but how to strategically leverage it to optimize an executive's impact. Furthermore, the course places a significant emphasis on developing sophisticated soft skills, such as emotional intelligence, influential communication, and conflict resolution, which are critical for navigating the complexities of the executive environment. Rather than simply providing a checklist of duties, this training provides a holistic framework for becoming an indispensable advisor and operational leader, empowering participants to add tangible, strategic value that elevates both their career and their executive's effectiveness.