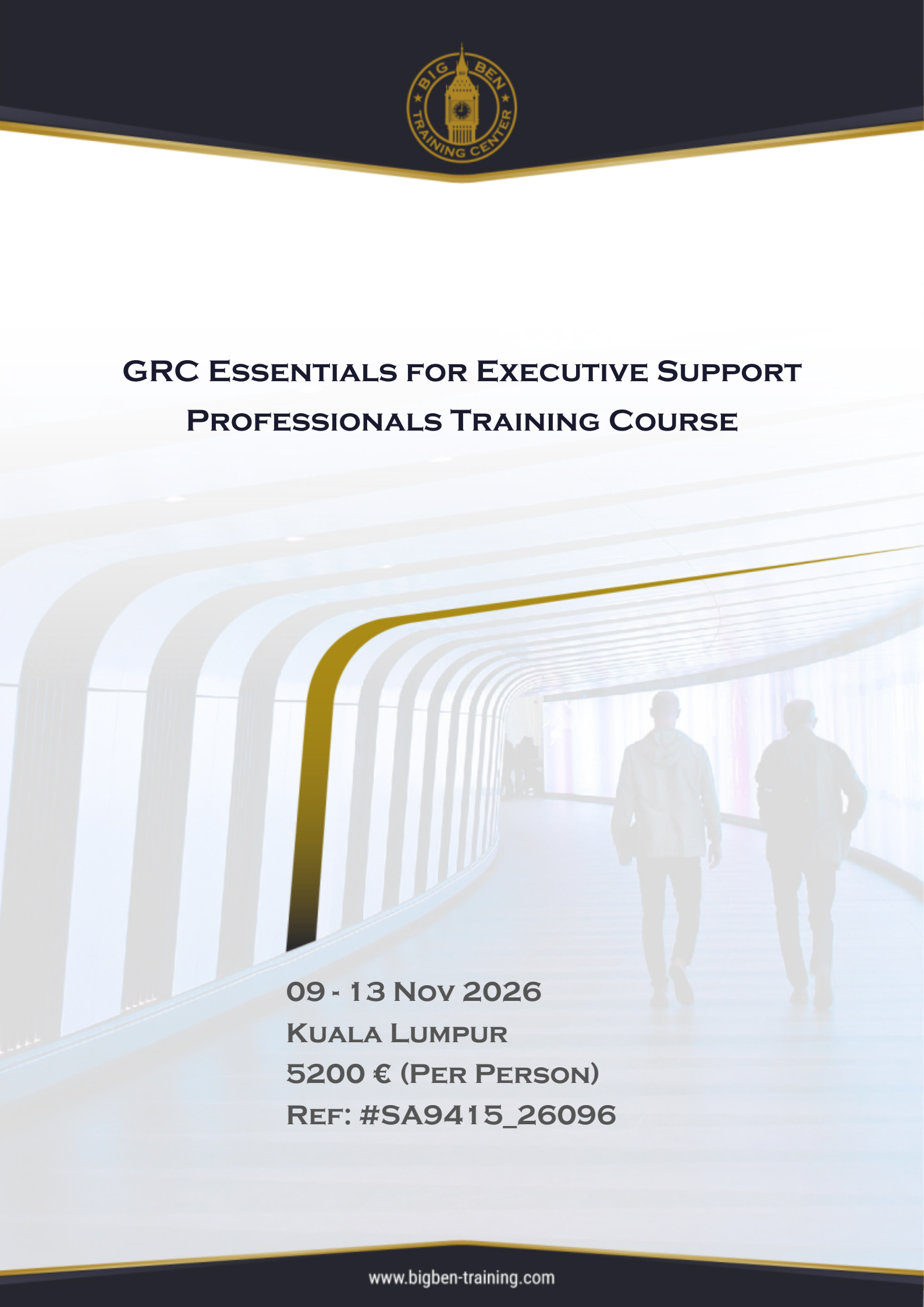
GRC Essentials for Executive Support Professionals Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

In today's complex business environment, the principles of Governance, Risk, and Compliance (GRC) are no longer confined to executive boardrooms and specialized departments. This training course is meticulously designed to empower executive support staff, who are pivotal in the operational integrity of any organization. It provides a comprehensive understanding of the integrated GRC framework, transforming administrative roles into strategic assets for corporate stability and ethical conduct. As noted by the prominent GRC thought leader Norman Marks, effective GRC is about achieving objectives while addressing uncertainty and acting with integrity. This course demystifies these concepts for professionals who support senior leadership. Participants will explore the core tenets of corporate governance, learn practical risk identification and management techniques, and navigate the intricate landscape of regulatory compliance. BIG BEN Training Center has developed this program to bridge the gap between high-level GRC strategy and the daily tasks of support professionals, ensuring they can effectively contribute to a resilient and ethical organizational culture. The curriculum draws on practical applications and established models, similar to those discussed in foundational texts like "Corporate Governance and Accountability," to provide a robust and actionable learning experience from A to Z.

Target Audience / This training course is suitable for:

- Executive Assistants.
- Personal Assistants to senior management.
- Administrative Managers and Supervisors.
- Office Managers.
- Senior Secretaries and Administrative Officers.
- Project Coordinators and Support Staff.
- Team Leaders in administrative functions.
- Any support professional aspiring to enhance their strategic value.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Technology and Telecommunications.
- Energy and Utilities.
- Manufacturing and Engineering.
- Governmental agencies and public sector bodies.
- Consulting and Professional Services.
- Non-profit organizations.

Target Organizations Departments:

- Executive and C-Suite Offices.
- Legal and Corporate Secretariat.
- Compliance and Ethics.
- Internal Audit and Risk Management.
- Finance and Accounting.
- Human Resources.
- Operations Management.
- Project Management Office (PMO).

Course Offerings:

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

- Understand the fundamental principles of the integrated GRC framework.
- Recognize the critical role of support staff in upholding corporate governance.
- Effectively manage and safeguard sensitive corporate information and documentation.
- Assist in the preparation and coordination of board and committee meetings.
- Identify potential operational risks within their scope of work.
- Support the implementation and monitoring of internal controls.
- Navigate key compliance requirements relevant to their daily tasks.
- Contribute proactively to a culture of integrity and ethical conduct.
- Communicate effectively on GRC-related matters with stakeholders.
- Support internal and external audit processes with 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 learning in the workplace. This course moves beyond traditional lectures to create a dynamic learning environment. We utilize a blend of expert-led presentations, real-world case studies, and interactive group discussions to explore complex GRC scenarios from the perspective of an executive support professional. Participants will engage in hands-on exercises, such as drafting meeting minutes with a focus on governance, participating in risk identification workshops, and analyzing compliance checklists. Team-based activities will encourage collaborative problem-solving and the sharing of diverse experiences. A significant emphasis is placed on practical application, allowing attendees to build confidence in their ability to support GRC functions effectively. Our experienced instructors facilitate a supportive atmosphere where questions are encouraged, and personalized feedback is provided to ensure a thorough understanding of the concepts. This immersive approach guarantees a comprehensive and impactful learning journey.

Course Agenda (Course Units):

Unit One: Foundations of Governance, Risk, and Compliance (GRC)

- Introduction to the GRC framework.
- The business case for an integrated GRC approach.
- Defining governance, risk, and compliance in the corporate context.
- The strategic importance of GRC for organizational success.
- Key roles and responsibilities within the GRC ecosystem.
- Understanding the Three Lines of Defense model.
- The specific role of executive support staff in the GRC framework.

Unit Two: Corporate Governance for Support Professionals

- Core principles of effective corporate governance.
- Understanding the corporate structure: shareholders, board, and management.
- The role of the board of directors and its committees.
- Supporting board and committee meetings effectively.
- Best practices for agenda preparation, minute-taking, and action tracking.
- Managing corporate records and statutory registers.
- Upholding the code of conduct and ethical principles.

Unit Three: Practical Risk Management for the Frontline

- Introduction to risk management concepts and terminology.
- Identifying operational risks in daily administrative processes.
- Techniques for assessing and prioritizing risks.
- Supporting the maintenance of departmental risk registers.
- Understanding internal controls and their importance.
- The role of support staff in incident reporting and response.
- Introduction to business continuity planning from a support perspective.

Unit Four: Navigating the Compliance Landscape

- Understanding the importance of regulatory compliance.
- Overview of key regulatory areas (e.g., data privacy, anti-bribery).
- The support professional's role in policy management and dissemination.
- Maintaining compliance documentation and records.
- Handling confidential and sensitive information securely.
- Recognizing and escalating potential compliance breaches.
- Supporting due diligence processes for vendors and partners.

Unit Five: Integrating GRC into Daily Operations and Audit Support

- Developing a GRC-aware mindset in all tasks.
- Effective communication strategies for GRC matters.
- The role of support staff in preparing for internal and external audits.
- Gathering and organizing documentation for auditors.
- Managing logistics and scheduling for audit activities.
- Continuous improvement in GRC-related administrative processes.
- Personal action planning for implementing GRC principles in your role.

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 automation handles more routine administrative tasks, how does the role of executive support evolve to become a more strategic partner in upholding an organization's ethical and compliance framework?

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

This course is uniquely distinguished by its specialized focus on the executive support professional, a role often overlooked in conventional GRC training. While other programs provide a high-level, theoretical overview of GRC, this course translates complex concepts into the practical, day-to-day realities of administrative and support functions. It moves beyond simply defining governance, risk, and compliance to demonstrating how these principles are embedded in tasks like scheduling meetings, managing documents, handling information, and interacting with senior stakeholders. The curriculum is built on actionable insights, providing participants with the specific skills needed to become a proactive first line of defense in the corporate GRC structure. Rather than generic theory, we use case studies and exercises that mirror the challenges and responsibilities faced by executive assistants and office managers. This practical, role-specific approach empowers participants not just to understand GRC, but to actively contribute to their organization's ethical integrity and resilience, elevating their position from a support function to a strategic partner in governance.