



ADMINISTRATION AND SECRETARIAL | AS-008

Certified Executive Assistant

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Course content

Why Attend

Executive assistants and administrative secretaries play a vital role in supporting senior management, coordinating organisational activities, maintaining effective communication, and ensuring the efficient operation of executive offices. Their responsibilities extend far beyond traditional secretarial duties to include executive coordination, information management, meeting administration, stakeholder communication, and confidential business support.

In today's demanding business environment, executive support professionals are expected to demonstrate exceptional organisational skills, sound judgement, discretion, technological proficiency, and the ability to manage competing priorities. They must anticipate executive requirements, coordinate complex schedules, prepare professional correspondence, and maintain administrative continuity under pressure.

Course Methodology

- The programme combines instructor-led discussions, practical administrative exercises, executive office simulations, communication workshops, role-playing activities, and realistic workplace case studies.
- Participants practise managing executive calendars, preparing correspondence, coordinating meetings, organising business travel, maintaining records, and handling challenging administrative situations.
- Practical demonstrations introduce digital office tools, collaborative platforms, electronic document management, and appropriate uses of artificial intelligence to support administrative productivity.
- The course emphasises active participation, professional standards, practical problem-solving, and the development of reusable administrative templates and procedures.
- Participants are encouraged to apply the techniques to their own working environments and develop a personal improvement plan for executive office administration.

Course Objectives

- Explain the responsibilities and professional standards of executive assistants and administrative secretaries
- Organise executive office activities and manage competing administrative priorities
- Apply effective diary management, scheduling, and time management techniques
- Prepare professional business correspondence and executive communications

Course content

- Coordinate meetings, prepare agendas, record minutes, and track follow-up actions
- Organise executive travel, appointments, events, and logistical arrangements

Target Audience

- This course is suitable for:
- Executive assistants and executive secretaries
- Personal assistants to senior management
- Administrative assistants and office administrators

Course outline

Detailed course outline

Day-by-day outline for Certified Executive Assistant.

Day 1 - Executive Assistant Roles, Professional Standards and Office Organisation

- 09:00-09:34 | Understanding the evolving role of executive assistants and administrative secretaries in supporting organisational leadership, management effectiveness, and business operations
- 09:34-10:08 | Defining executive support responsibilities, reporting relationships, professional boundaries, accountability, and expectations of senior management
- 10:08-10:42 | Establishing effective executive office procedures, administrative routines, task tracking systems, and service standards
- 10:42-11:00 | Applying time management and prioritisation techniques to manage urgent requests, conflicting deadlines, interruptions, and changing executive requirements
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Applying time management and prioritisation techniques to manage urgent requests, conflicting deadlines, interruptions, and changing executive requirements (continued)
- 11:46-12:53 | Developing professional conduct, workplace etiquette, confidentiality, discretion, reliability, and a proactive executive support mindset
- 12:53-14:00 | Practical workshop: Designing an executive office administration system incorporating daily priorities, task registers, scheduling procedures, and administrative performance standards

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Day 2 - Business Communication, Executive Correspondence and Stakeholder Relations

- 09:00-10:07 | Developing effective written and verbal communication skills for professional interactions with executives, colleagues, clients, and external stakeholders
- 10:07-10:41 | Preparing business emails, official letters, memoranda, notices, briefing notes, and administrative reports using clear and appropriate professional language
- 10:41-11:00 | Managing executive telephone calls, messages, enquiries, and correspondence through accurate screening, prioritisation, and follow-up
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Managing executive telephone calls, messages, enquiries, and correspondence through accurate screening, prioritisation, and follow-up (continued)
- 11:45-12:19 | Applying active listening, questioning, interpersonal communication, and professional diplomacy when handling sensitive or challenging situations
- 12:19-12:53 | Understanding communication protocols, cultural awareness, professional etiquette, and the management of executive relationships
- 12:53-14:00 | Hands-on exercise: Preparing executive correspondence, responding to challenging communication scenarios, and developing a structured stakeholder communication protocol

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Day 3 - Executive Scheduling, Meeting Administration and Travel Coordination

- 09:00-09:39 | Managing executive diaries, appointments, calendars, reminders, and scheduling conflicts through systematic planning and prioritisation
- 09:39-10:18 | Coordinating internal and external meetings, including invitations, attendance confirmation, venue arrangements, virtual meeting access, and supporting documentation
- 10:18-10:57 | Preparing professional meeting agendas, briefing packs, attendance records, minutes, resolutions, and action tracking documents
- 10:57-11:00 | Applying effective minute-taking techniques to capture decisions, responsibilities, deadlines, and significant discussion points accurately
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Applying effective minute-taking techniques to capture decisions, responsibilities, deadlines, and significant discussion points accurately (continued)
- 12:05-12:43 | Organising executive business travel, including itineraries, accommodation, transport, travel documentation, meeting schedules, and contingency arrangements
- 12:43-14:00 | Practical simulation: Coordinating a multi-day executive schedule involving meetings, business travel, correspondence, urgent requests, and post-meeting follow-up

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Day 4 - Document Management, Digital Administration and Office Productivity

- 09:00-09:34 | Establishing effective document control procedures covering document creation, classification, naming conventions, version control, storage, retrieval, and archiving
- 09:34-10:08 | Managing confidential executive files, sensitive correspondence, administrative records, and access permissions in accordance with organisational policies
- 10:08-10:42 | Applying Microsoft Office applications and collaborative workplace tools to improve document preparation, scheduling, information sharing, and task coordination
- 10:42-11:00 | Exploring digital workflow management, electronic approvals, shared calendars, cloud-based collaboration, and administrative process standardisation
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Exploring digital workflow management, electronic approvals, shared calendars, cloud-based collaboration, and administrative process standardisation (continued)
- 11:46-12:53 | Understanding practical applications of artificial intelligence for drafting correspondence, summarising information, preparing meeting materials, and organising routine tasks while protecting confidential information
- 12:53-14:00 | Technology workshop: Developing a digital executive administration toolkit incorporating document templates, tracking registers, calendar procedures, meeting records, and productivity workflows

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Day 5 - Executive Support Excellence, Problem-Solving and Administrative Improvement

- 09:00-09:30 | Strengthening proactive executive support through anticipation of management requirements, effective preparation, initiative, and attention to detail
- 09:30-10:30 | Applying practical problem-solving and decision-support techniques to administrative disruptions, competing demands, scheduling conflicts, and unexpected operational challenges
- 10:30-11:00 | Managing workplace pressure, professional relationships, difficult interactions, and changing priorities while maintaining service quality
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Supporting executive decision-making through accurate information preparation, concise briefing materials, progress tracking, and administrative reporting
- 12:00-13:00 | Developing administrative performance indicators, service improvement initiatives, personal development objectives, and continuous professional improvement practices
- 13:00-14:00 | Capstone exercise: Developing and presenting a Comprehensive Executive Office Administration Plan incorporating executive scheduling, communication protocols, meeting management, travel coordination, document control, digital productivity tools, confidentiality safeguards, and administrative improvement priorities

Seminar dates

Available seminar dates

Live dates and pricing for Certified Executive Assistant generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Istanbul	Classroom	€1,978
7 - 11 December 2026	London	Classroom	€2,315
14 - 18 December 2026	Rome	Classroom	€3,460
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815