Training Course on Management Development Program for Executive Assistants

Professional Development Training Course Outline

Category	General Training	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic and demanding workplace, the role of Executive Assistants (EAs) has evolved significantly beyond traditional administrative support. Executive Assistants are now expected to operate as strategic partners, contributing to decision-making, communication, and organizational development. Training Course on Management Development Program for Executive Assistants is designed to empower participants with the advanced managerial, communication, and leadership skills necessary to thrive in modern executive support roles. The course equips EAs with practical tools and insights to enhance their professional effectiveness, drive operational efficiency, and support executive leadership with strategic foresight.

The program emphasizes the importance of professional growth through skill enhancement in key areas such as time management, problem-solving, emotional intelligence, project coordination, and business communication. Participants will gain a deep understanding of organizational structures, leadership dynamics, and corporate culture, enabling them to align their efforts with executive priorities and organizational goals. Through interactive sessions and real-world application, EAs will refine their abilities to manage executive workflows, maintain confidentiality, communicate across departments, and handle complex responsibilities with confidence and precision.

Programme Curriculum

Training Course on Management Development Program for Executive Assistants

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Course Objectives:

1. Strengthening Leadership Support: Enhance ability to proactively support executive leadership.
2. Developing Strategic Thinking: Cultivate a strategic mindset for decision-making and planning.
3. Enhancing Communication Skills: Master business communication across multiple platforms.
4. Improving Time and Task Management: Implement effective techniques for managing multiple priorities.
5. Managing Projects Efficiently: Learn tools and techniques for planning and executing projects.
6. Fostering Emotional Intelligence: Build self-awareness and interpersonal skills for effective collaboration.
7. Navigating Organizational Dynamics: Understand company structures, politics, and change management.
8. Building Professional Relationships: Strengthen collaboration with internal and external stakeholders.
9. Leveraging Technology and Tools: Utilize digital tools to enhance productivity and communication.
10. Strengthening Confidentiality and Ethics: Uphold ethical standards and confidentiality in all interactions.
11. Driving Innovation and Initiative: Encourage proactive problem-solving and creative thinking.
12. Enhancing Decision-Support Skills: Provide analytical support and insights to executives.

13. Cultivating a Growth Mindset: Embrace continuous learning for career and personal development.

Target Audience

1. Executive Assistants
2. Senior Administrative Professionals
3. Personal Assistants
4. Office Managers
5. Administrative Officers
6. Business Support Professionals
7. Team Coordinators
8. Professionals aspiring to support C-suite leadership

Course Duration

- 10 Days

Course Modules

Module 1: Foundations of Executive Support

- Understanding the evolving role of the Executive Assistant
- The impact of EAs in strategic decision-making
- Building trust-based relationships with executives
- Core competencies for effective executive support
- Embracing a proactive support model

Module 2: Strategic Thinking and Organizational Awareness

- Understanding company strategy and goals
- Aligning EA responsibilities with strategic objectives
- Recognizing the bigger picture in decision-making
- Navigating corporate structures and stakeholder dynamics
- Contributing to organizational vision and mission

Module 3: Advanced Communication and Influence

- Enhancing verbal and written communication for executives
- Managing up and influencing without authority
- Communicating with diplomacy and professionalism
- Tailoring communication for diverse audiences
- Preparing executive-level presentations and correspondence

Module 4: Time, Priority, and Workflow Management

- Prioritizing tasks using proven methods (e.g., Eisenhower Matrix)
- Managing complex calendars, travel, and meetings
- Delegating tasks and coordinating team activities

- Preventing burnout through workload optimization
- Utilizing digital tools for time management efficiency

Module 5: Emotional Intelligence and Relationship Building

- Understanding emotional intelligence in the workplace
- Cultivating empathy, self-regulation, and motivation
- Strengthening executive-EA partnerships
- Managing conflict with emotional maturity
- Fostering collaboration across departments

Module 6: Project and Event Management

- Planning and executing business events and projects
- Defining project scopes, timelines, and resources
- Monitoring progress and ensuring stakeholder communication
- Managing vendors and logistics effectively
- Handling crisis situations during events or projects

Module 7: Technology Proficiency for EAs

- Mastering office productivity tools (e.g., MS Office, Google Workspace)
- Using project management tools (e.g., Trello, Asana, MS Project)
- Integrating communication platforms (e.g., Teams, Slack)
- Data security and digital record management
- Automating workflows with tech solutions

Module 8: Professional Ethics and Confidentiality

- Understanding ethical responsibilities in executive support
- Managing sensitive information with discretion
- Navigating ethical dilemmas with integrity
- Ensuring compliance with corporate policies
- Establishing boundaries and professional trust

Module 9: Problem-Solving and Decision Support

- Identifying and analyzing workplace challenges
- Supporting executives with relevant data and insights
- Applying critical thinking to resolve issues
- Using decision matrices and SWOT analysis
- Presenting solutions confidently and succinctly

Module 10: Managing Up and Leadership Skills

- Understanding leadership styles and executive expectations
- Anticipating executive needs and preferences
- Providing feedback to executives respectfully
- Becoming a trusted advisor and strategic partner

- Leading initiatives within scope of authority

Module 11: Enhancing Business Etiquette and Professional Image

- Representing the executive and organization effectively
- Mastering workplace etiquette and cultural awareness
- Presenting a polished and confident demeanor
- Navigating virtual and hybrid business environments
- Enhancing personal branding and visibility

Module 12: Change Management and Organizational Agility

- Understanding the role of EAs in change initiatives
- Adapting to organizational restructuring and new priorities
- Supporting executives through transformation projects
- Encouraging resilience and adaptability
- Cultivating agility through continuous improvement

Module 13: Personal Development and Career Advancement

- Creating a personal development plan
- Setting career goals and tracking progress
- Building a professional portfolio
- Seeking mentorship and growth opportunities
- Preparing for future leadership or managerial roles

Module 14: Building a High-Performance Executive Support Function

- Benchmarking EA best practices globally
- Measuring performance and success metrics
- Establishing standard operating procedures
- Building capacity for future EA roles
- Enhancing the strategic value of the EA function

Module 15: Capstone Project and Presentation

- Integrating learning into a real-world EA project
- Presenting findings and recommendations
- Receiving peer and facilitator feedback
- Reflecting on learning outcomes
- Planning next steps for implementation

Training Methodology

This program uses an experiential learning approach incorporating the following methods:

- **Interactive Lectures and Presentations**: Sharing core knowledge and trends in executive support.
- **Case Studies and Simulations**: Analyzing real-life scenarios faced by EAs.

- **Group Projects and Discussions**: Promoting collaboration and shared learning.
- **Role-Playing Activities**: Practicing communication and decision-making skills.
- **Technology Demos and Practice**: Applying tools used in executive support.
- **Self-Assessments and Feedback Sessions**: Identifying strengths and areas for growth.
- **Capstone Presentation**: Applying knowledge in a simulated work environment.
- **Optional Guest Speaker Sessions**: Featuring seasoned executive assistants and corporate leaders.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
30 Nov 2026	11 Dec 2026	Online	$2,000
30 Nov 2026	11 Dec 2026	Physical	$3,000

Start Date	End Date	Location	Price
30 Nov 2026	11 Dec 2026	Physical	$6,000
30 Nov 2026	11 Dec 2026	Physical	$6,000
30 Nov 2026	11 Dec 2026	Physical	$12,000
30 Nov 2026	11 Dec 2026	Physical	$9,000
30 Nov 2026	11 Dec 2026	Physical	$12,000
30 Nov 2026	11 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com