

ADVANCED COURSE IN DEVELOPING SKILLS FOR SENIOR EXECUTIVE OFFICE MANAGERS



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Introduction

A senior executive office manager runs far more than a schedule. The role now covers executive support, information flow, governance of the office, team coordination, and the professional face leaders present to the outside world. Weak management of that office costs senior leaders time and focus. This Advanced Course in Developing Skills for Senior Executive Office Managers Training Course builds the capability to run an executive office to a high professional standard. Furthermore, it covers executive prioritization, correspondence control, protocol, meeting governance, and office team leadership. As a result, participants leave able to act as trusted partners to senior leadership.

Advanced Course in Developing Skills for Senior Executive Office Managers Course Objectives

- Manage executive time, calendars, and priorities with advanced scheduling methods.
- Control information flow using structured briefing and reporting systems.
- Apply document control, records management, and confidentiality standards.
- Coordinate executive meetings with agendas, minutes, and action tracking.
- Plan VIP visits, high-level travel, and official event logistics.
- Apply professional protocol and etiquette in executive settings.
- Lead and develop the executive office team with clear roles and accountability.
- Communicate with authority on behalf of senior leadership.
- Handle sensitive situations, complaints, and crises discreetly.
- Build office systems that improve efficiency and reduce executive friction.

Course Methodology

- Interactive workshops built around real executive office scenarios.

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- Guided practice in briefing notes, minutes, and correspondence control.
- Role-play for protocol, VIP hosting, and stakeholder handling.
- Case studies from corporate, government, and diplomatic environments.
- Self-assessment of office management systems and personal effectiveness.
- Action planning that links each skill to the participant's own executive office.

Who Should Take This Course

- Senior executive office managers and chief of staff equivalents.
- Executive assistants supporting C-suite leaders.
- Personal assistants to chairpersons, ministers, and directors.
- Board secretariat and executive support team leads.
- Office managers in government and diplomatic settings.
- Senior administrators preparing for executive office responsibility.

Advanced Course in Developing Skills for Senior Executive Office Managers Course Outlines

Day 1: The Senior Executive Office Manager Role

- Defining the expanded remit of the executive office role.
- Understanding standards of discretion, judgement, and loyalty.
- Building a trusted working partnership with the executive.
- Managing expectations and boundaries professionally.
- Assessing office maturity and identifying improvement areas.
- Handling confidential and sensitive matters correctly.
- Completing a personal executive office skills audit.





Day 2: Executive Time and Information Control

- Mastering advanced calendar and priority management.
- Applying the Eisenhower Matrix and delegated scheduling.
- Managing inboxes, correspondence, and response standards.
- Building structured briefing notes and executive summaries.
- Controlling document flow, approvals, and versioning.
- Coordinating across departments on behalf of the executive.
- Designing an executive information system.

Day 3: Meetings, Governance, and Documentation

- Planning executive and board-level meetings end to end.
- Preparing agendas, papers, and pre-read packs.
- Writing accurate minutes and tracking decisions to closure.
- Managing governance files, resolutions, and registers.
- Applying records retention and archiving standards.
- Coordinating follow-up across functions.
- Practicing meeting governance and documentation.

Day 4: Protocol, VIP Visits, and Event Coordination

- Applying professional protocol and precedence rules.
- Planning VIP visits from invitation to departure.
- Coordinating high-level travel itineraries and logistics.
- Managing receptions, hosting, and gift customs.
- Handling official correspondence and forms of address.

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- Coordinating security, media, and stakeholder requirements.
- Practicing protocol and VIP visit coordination.

Day 5: Leading the Executive Office and Continuous Improvement

- Building the executive office team with clear roles and RACI.
- Setting service standards and accountability measures.
- Managing pressure, interruptions, and competing demands.
- Communicating with authority on behalf of leadership.
- Introducing digital tools for scheduling, filing, and reporting.
- Reviewing performance and improving office routines.
- Preparing a 90-day executive office improvement action plan.

Conclusion

By successfully completing Advanced Course in Developing Skills for Senior Executive Office Managers, participants will gain the knowledge to manage executive time and information, govern meetings and documentation, and coordinate protocol and VIP arrangements with confidence. They will acquire skills in executive scheduling and briefing, meeting governance, protocol coordination, and office team leadership that make them trusted partners to senior leadership. Gentex Training Center builds this course around real executive office scenarios, so learners return ready to run an executive office with precision and discretion.

FAQs





Q1 What is the "Advanced Course in Developing Skills for Senior Executive Office Managers" course about?

It develops the advanced skills needed to run a senior executive office. The course covers executive time and information control, briefing and correspondence systems, meeting governance and documentation, professional protocol, VIP visit coordination, and leading the executive office team.

Q2 What are the key benefits of the "Advanced Course in Developing Skills for Senior Executive Office Managers" course?

Participants manage executive time and priorities more precisely, control information and correspondence effectively, and prepare meetings and documentation that hold up to scrutiny. They also coordinate VIP visits and protocol confidently, lead office teams with clearer accountability, and become a reliable partner to senior leadership.

Q3 What skills will I gain from the "Advanced Course in Developing Skills for Senior Executive Office Managers" course?

You will gain executive time and information management, briefing and documentation control, meeting governance and protocol coordination, and executive office team leadership. These four skills work together to make the executive office efficient, discreet, and professionally managed.



Q4 What tools, methods, or standards are covered in the "Advanced Course in Developing Skills for Senior Executive Office Managers" course?

The course covers advanced calendar and priority management, the Eisenhower Matrix and delegated scheduling, briefing note and executive summary formats, document control and versioning, retention and archiving standards, meeting agenda and minute templates, resolution and governance registers, professional protocol and precedence rules, forms of address, RACI matrices for office teams, and digital scheduling and filing tools.

Q5 How is the "Advanced Course in Developing Skills for Senior Executive Office Managers" course applied in real-world practice?

Participants design an executive information system, prepare a full meeting pack with minutes and decision tracking, and coordinate a VIP visit end to end. They also practise protocol and stakeholder handling through role-play and complete a 90-day plan for improving their own executive office.