

DEVELOPING SKILLS FOR SENIOR EXECUTIVE OFFICE MANAGERS



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Introduction

A senior executive office manager is judged by what never goes wrong: the brief that arrives on time, the diary that holds under pressure, the confidential file that stays confidential. That standard comes from systems, not effort alone. This Developing Skills for Senior Executive Office Managers Training Course builds those systems step by step. Furthermore, it covers executive diary control, briefing and correspondence, board and meeting support, protocol and VIP coordination, office team supervision, and confidentiality discipline. Participants also apply each method to their own executive office. As a result, they leave able to support leadership at the standard senior executives expect.

Developing Skills for Senior Executive Office Managers Course Objectives

- Manage executive diaries and priorities with advanced scheduling methods.
- Prepare briefing notes and executive summaries with clear recommendations.
- Apply document control for versions, approvals, and audit trails.
- Support board and committee meetings with papers, agendas, and minutes.
- Coordinate VIP visits, official events, and high-level travel.
- Apply protocol and forms of address appropriately.
- Supervise the executive office team with clear roles and RACI.
- Communicate with authority on behalf of senior leadership.
- Protect confidential information with defined access and security practices.
- Measure office service quality with accuracy and turnaround indicators.

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 international settings.
- Self-assessment of office systems and personal effectiveness.
- Action planning that links each skill to the participant's own office.

Who Should Take This Course

- Senior executive office managers and office heads.
- 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.

Developing Skills for Senior Executive Office Managers Course Outlines

Day 1: The Senior Executive Office Manager Role

- Defining the scope and standards of the executive office role.
- Understanding discretion, judgement, and professional conduct.
- Building a trusted partnership with the executive.
- Managing expectations, boundaries, and access to leadership.
- Assessing office systems and identifying improvement gaps.
- Handling sensitive and confidential matters correctly.
- Completing an executive office skills audit.





Day 2: Executive Diary, Priority, and Information Control

- Managing complex diaries and conflicting commitments.
- Applying the Eisenhower Matrix and delegated scheduling.
- Protecting executive focus time and screening requests.
- Building structured briefing notes and executive summaries.
- Controlling document flow, approvals, and versioning.
- Designing confidential registers and access permissions.
- Building an executive information system.

Day 3: Board Support, Meetings, and Documentation

- Planning executive, board, and committee meetings.
- Preparing agendas, papers, and pre-read packs.
- Writing accurate minutes and tracking decisions to closure.
- Maintaining decision registers and action logs.
- Managing governance files and records retention.
- Coordinating follow-up across functions.
- Practicing meeting documentation and action tracking.

Day 4: Protocol, VIP Visits, and Events

- Applying protocol and precedence rules appropriately.
- Planning VIP visits from invitation to departure.
- Coordinating high-level travel itineraries and logistics.
- Managing receptions, hosting, and gift customs.

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- Handling official correspondence and forms of address.
- Coordinating security, media, and stakeholder requirements.
- Practicing protocol and VIP visit coordination.

Day 5: Team Supervision, Confidentiality, and Improvement

- Supervising the executive office team with roles and RACI.
- Delegating with briefs, authority levels, and follow-up points.
- Giving feedback with the SBI model and coaching with GROW.
- Applying information security and confidentiality practices.
- Managing pressure, interruptions, and competing demands.
- Measuring office service quality and planning improvements.
- Preparing a 90-day executive office improvement action plan.

Conclusion

By successfully completing Developing Skills for Senior Executive Office Managers, participants will gain the knowledge to control executive diaries and information, prepare board-standard documentation, and coordinate protocol and VIP arrangements with confidence. They will acquire skills in executive scheduling and briefing, meeting and board support, protocol coordination, and office team supervision that make them trusted partners to senior leadership. Gentex Training Center builds this course around real executive office scenarios, so learners return ready to support leadership with precision and discretion.





FAQs

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

It develops the practical skills needed to run a senior executive office. The course covers executive diary and information control, briefing and correspondence, board and meeting support, protocol and VIP coordination, office team supervision, and confidentiality discipline.

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

Participants manage executive diaries and priorities with fewer conflicts, prepare documentation that meets board standards, and coordinate visits and protocol confidently. They also supervise office teams with clearer accountability, protect confidential information properly, and reduce friction for the executives they support.

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

You will gain executive diary and information management, briefing and documentation control, meeting and board support, and protocol coordination and office team supervision. 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 "Developing Skills for Senior Executive Office Managers" course?

The course covers advanced diary and calendar management, the Eisenhower Matrix and delegated scheduling, briefing note and executive summary formats, document control for versioning and approvals, agenda, board paper and minute templates, decision and action registers, records retention rules, protocol and precedence conventions, forms of address, travel and VIP visit templates, RACI matrices for office teams, the SBI feedback model, the GROW coaching model, and information security practices.

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

Participants redesign a complex executive diary, build an executive information system, and prepare a full board pack with minutes and decision tracking. They also coordinate a VIP visit end to end and complete a 90-day plan for improving their own executive office.