

EXECUTIVE SCHEDULING, PRIORITIZATION & PROTOCOL COORDINATION



GENTEX[®]

TRAINING CENTER



Introduction

An executive's effectiveness often depends on a diary managed with judgement, not just software. The Executive Scheduling, Prioritization & Protocol Coordination Training Course prepares assistants and executive office staff to run that function at a high standard. Participants learn to prioritise competing demands, protect focus time, coordinate complex travel, and apply protocol correctly to official engagements. Furthermore, the programme covers stakeholder handling, meeting preparation, and contingency planning for last-minute change. Delivered by Gentex Training Center over five days, this programme suits executive assistants, schedulers, and protocol coordinators. As a result, participants keep their executives organised, protected, and well represented.

Executive Scheduling, Prioritization & Protocol Coordination Course Objectives

- Explain the executive office role and the boundaries of scheduling authority.
- Apply the Eisenhower Matrix and value-based prioritisation to competing demands.
- Design diary architecture that protects focus and strategic time.
- Manage calendar systems, recurring commitments, and time-zone coordination.
- Prepare executive meetings with agendas, briefing packs, and follow-up trackers.
- Coordinate complex travel, itineraries, visas, and travel risk awareness.
- Apply rules of precedence, seating, and forms of address to official engagements.
- Manage invitations, RSVPs, and protocol expectations professionally.
- Handle interruptions, urgent requests, and gatekeeping diplomatically.
- Build contingency plans for delays, cancellations, and schedule disruption.

Course Methodology

- Practical workshops using real scheduling and protocol scenarios.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Diary planning exercises with conflict resolution cases.
- Role-plays covering gatekeeping, diplomacy, and difficult requests.
- Briefing-pack and meeting preparation clinics.
- Protocol arrangement exercises for ceremonies and visits.
- Action planning with a personal executive support improvement plan.

Who Should Take This Course

- Executive assistants and personal assistants to senior leaders.
- Chiefs of staff and executive office coordinators.
- Schedulers in government, diplomatic, and institutional offices.
- Protocol and events coordinators supporting official engagements.
- Administrative managers overseeing executive support teams.
- Office managers in corporate and public sector settings.
- Professionals moving into executive support roles.

Executive Scheduling, Prioritization & Protocol Coordination Course Outlines

Day 1: The Executive Office and Prioritisation

- The executive office role, expectations, and boundaries.
- Authority, discretion, and confidentiality in scheduling.
- The Eisenhower Matrix: urgent, important, and the four quadrants.
- Value-based prioritisation and strategic time protection.
- Managing competing demands from multiple stakeholders.
- Managing upward: advising without overstepping.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Self-assessment: current scheduling practice and gaps.

Day 2: Diary Architecture and Calendar Systems

- Designing diary architecture: focus blocks, buffer time, and review slots.
- Outlook and Google Calendar: shared calendars, permissions, and delegation.
- Recurring commitments, standing meetings, and pattern management.
- Time-zone coordination and international scheduling.
- Meeting length discipline and agenda-based scheduling.
- Managing overload, clashes, and back-to-back fatigue.
- Workshop: rebuilding a chaotic executive diary.

Day 3: Meeting Preparation and Briefing Support

- Preparing agendas, briefing packs, and background files.
- Guest lists, confirmations, and attendance coordination.
- Room, technology, and materials preparation.
- Minute taking, action logs, and follow-up tracking.
- Preparing executives for sensitive or high-stakes meetings.
- Post-meeting documentation and commitment tracking.
- Clinic: building a complete meeting briefing pack.

Day 4: Protocol Coordination for Official Engagements

- Rules of precedence and order of seniority in practice.
- Seating arrangements, head tables, and reception layout.
- Forms of address, titles, and correspondence etiquette.
- Invitations, RSVPs, and guest category management.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Flags, ceremony sequence, and dress-code coordination.
- Gift etiquette and cultural sensitivities.
- Practice: arranging a formal executive engagement.

Day 5: Travel, Risk, and Contingency Planning

- Complex itinerary planning and multi-city scheduling.
- Travel documentation, visas, and entry requirements.
- Travel risk awareness, security briefings, and insurance.
- Contingency planning for delays, cancellations, and illness.
- Gatekeeping, urgency assessment, and escalation rules.
- Building a 90-day executive support improvement plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Executive Scheduling, Prioritization & Protocol Coordination Training Course, participants will have acquired practical knowledge of prioritisation frameworks, diary architecture, calendar system management, meeting preparation, protocol coordination, travel planning, and contingency handling. In addition, they will support their executives with judgement, discretion, and precision. Gentex Training Center delivers this programme through practical workshops and protocol exercises, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Executive Scheduling, Prioritization & Protocol Coordination" course about?

The course teaches executive office professionals how to manage time, priorities, and official engagements. It covers diary design, prioritisation frameworks, meeting preparation, protocol rules, travel coordination, gatekeeping, and contingency planning.

Q2 What are the key benefits of the "Executive Scheduling, Prioritization & Protocol Coordination" course?

Participants protect their executives' time for high-value work and reduce scheduling conflicts. Furthermore, they prepare meetings thoroughly, handle protocol engagements correctly, and manage disruption calmly. As a result, executives perform better and official occasions run without error.

Q3 What skills will I gain from the "Executive Scheduling, Prioritization & Protocol Coordination" course?

Participants gain prioritisation and diary architecture, calendar and meeting coordination, protocol and official engagement coordination, and travel planning and contingency management. These four skills combine to raise the standard of executive support.



Q4 What tools, methods, or standards are covered in the "Executive Scheduling, Prioritization & Protocol Coordination" course?

The programme uses the Eisenhower Matrix, value-based prioritisation, diary architecture with focus and buffer blocks, Microsoft Outlook and Google Calendar permissions and delegation, agenda-based scheduling, briefing packs and action logs, rules of precedence and seating conventions, forms of address, and travel risk and contingency checklists.

Q5 How is the "Executive Scheduling, Prioritization & Protocol Coordination" course applied in real-world practice?

Professionals apply it when rebuilding a cluttered diary, managing a multi-city visit, preparing a board briefing pack, arranging seating for an official reception, handling a last-minute cancellation, and screening requests from internal and external stakeholders. In addition, they use it to brief executives before high-stakes meetings.