

PREPARATION EXECUTIVE PERSONAL ASSISTANT



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TRAINING CENTER



Introduction

An executive personal assistant works at the centre of a busy leader's day, where accuracy, discretion, and speed decide how well that day goes. The Preparation Executive Personal Assistant Training Course prepares assistants to handle that responsibility with confidence and professional polish. Participants learn to manage complex diaries, plan travel and meetings, prepare briefings, and represent their executive with authority. Furthermore, the course covers business writing, records and confidentiality, and the communication skills that build trust with senior stakeholders. In addition, it addresses prioritisation, problem solving, and stress management under pressure. As a result, participants return ready to support senior leadership at a noticeably higher standard.

Preparation Executive Personal Assistant Course Objectives

- Manage complex executive diaries and resolve scheduling conflicts.
- Plan business travel, itineraries, visas, and expense documentation.
- Prepare agendas, briefings, papers, and accurate meeting minutes.
- Draft professional correspondence, memos, and executive summaries.
- Apply the Eisenhower Matrix and time blocking to a busy daily schedule.
- Maintain document control, filing systems, and confidentiality standards.
- Apply business etiquette and professional protocol with senior stakeholders.
- Handle difficult requests, complaints, and escalation with confidence.
- Use Microsoft Outlook, Word, Excel, PowerPoint, and Teams professionally.
- Manage small administrative budgets and office coordination tasks.

Course Methodology

- Instructor-led sessions built around real executive support scenarios.

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- Practical exercises in diary planning, briefing notes, and minute-taking.
- Case studies of executive office practice in corporate settings.
- Role-play exercises on communication, discretion, and gatekeeping.
- Group workshops to redesign working systems and travel plans.
- Continuous knowledge checks and a final applied executive support project.

Who Should Take This Course

- Executive personal assistants and executive secretaries.
- Personal assistants supporting directors and senior managers.
- Senior administrative assistants preparing for executive roles.
- Office managers coordinating executive office activity.
- Board and committee secretaries handling governance papers.
- Administrative staff moving into executive support positions.

Preparation Executive Personal Assistant Course Outlines

Day 1: The Executive Assistant Role and Professional Standards

- Duties, boundaries, and expectations of the executive assistant role.
- Building a trusted working partnership with the executive.
- Professional image, business etiquette, and protocol.
- Understanding organisational structures and decision lines.
- Confidentiality, discretion, and information security awareness.



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- Managing gatekeeping, visitors, and executive correspondence.
- Workshop: mapping an executive's weekly support requirements.

Day 2: Diary, Time, and Schedule Management

- Complex diary management and resolving double bookings.
- The Eisenhower Matrix and time blocking for daily priorities.
- Managing reminders, deadlines, and follow-up systems.
- Coordinating across time zones and multiple stakeholders.
- Handling last-minute changes and schedule disruptions.
- Protecting executive focus time and managing interruptions.
- Workshop: building one full executive week in Outlook.

Day 3: Travel, Meetings, and Event Coordination

- Business travel planning: flights, hotels, visas, and documents.
- Building detailed itineraries and contingency plans.
- Expense tracking, receipts, and travel reporting.
- Meeting logistics: venues, technology, catering, and papers.
- Producing agendas, briefing packs, and pre-reading materials.
- Minute-taking techniques and action tracking registers.
- Workshop: planning a multi-city executive trip end to end.

Day 4: Business Writing and Executive Communication

- Email etiquette, tone, and writing on behalf of an executive.
- Drafting memos, briefings, reports, and executive summaries.
- Summarising long documents into decision-ready notes.



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- Telephone, virtual meeting, and front-of-office communication.
- Influencing without authority and managing demanding requests.
- Cross-cultural communication and stakeholder sensitivity.
- Workshop: drafting a formal briefing note and response email.

Day 5: Organisation, Systems, and Performance

- Document control, filing structures, and version management.
- Managing office supplies, vendors, and small budgets.
- Using Microsoft Word, Excel, PowerPoint, and Teams efficiently.
- Structured problem solving and root cause analysis.
- Managing pressure, workload, and personal resilience.
- Building a professional development plan for the assistant role.
- Workshop: presenting an executive support improvement plan.

Conclusion

By successfully completing the Preparation Executive Personal Assistant Training Course, participants will have acquired the knowledge to manage executive diaries and travel, prepare meetings and briefings, write professionally on behalf of a leader, and protect confidential information with confidence. They will also gain the prioritisation and communication skills that make an executive office run smoothly. Furthermore, the course strengthens professional presence and stakeholder handling. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready executive support.





FAQs for the Preparation Executive Personal Assistant course

Q1 What is the "Preparation Executive Personal Assistant" course about?

It is a practical programme on supporting senior leaders at executive level. It covers complex diary management, business travel planning, meeting preparation and minute-taking, business writing on behalf of an executive, document control, confidentiality, and professional communication with senior stakeholders.

Q2 What are the key benefits of the "Preparation Executive Personal Assistant" course?

Participants gain the confidence and systems to keep a demanding executive schedule running without errors. The course reduces scheduling clashes and travel problems, improves the quality of briefings and correspondence, and strengthens discretion and confidentiality practice. It also raises professional presence with boards, clients, and senior colleagues.

Q3 What skills will I gain from the "Preparation Executive Personal Assistant" course?

Executive diary and schedule management; business travel and meeting coordination; business writing and executive briefing preparation; and records control, confidentiality and stakeholder communication.



Q4 What tools, methods, or standards are covered in the "Preparation Executive Personal Assistant" course?

The course covers the Eisenhower Matrix for prioritisation, time blocking, Outlook calendar and meeting management, itinerary and travel documentation templates, agenda and minute-taking formats, action tracking registers, document version control, and Microsoft Office tools including Word, Excel, PowerPoint, and Teams.

Q5 How is the "Preparation Executive Personal Assistant" course applied in real-world practice?

Graduates apply it by running their executive's diary, travel, and meetings end to end, preparing briefing packs before important sessions, taking accurate minutes, and drafting correspondence in the executive's voice. They also manage filing and confidential records, coordinate with internal departments and external partners, and step in when plans change.