

THE CERTIFIED EXECUTIVE PA MASTERCLASS



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TRAINING CENTER



Introduction

Executive personal assistants carry responsibility that rarely appears in a job title: they protect a leader's time, filter decisions, and hold information together under pressure. The The Certified Executive PA Masterclass Training Course develops that capability to an advanced professional standard. Participants learn to manage complex executive schedules, prepare high-quality briefings, coordinate boards and committees, and write on behalf of senior leadership. Furthermore, the masterclass covers stakeholder handling, discretion, and executive office governance. In addition, it builds resilience, judgement, and problem-solving in fast-moving environments. As a result, participants leave able to operate with the authority and polish of a trusted senior assistant.

The Certified Executive PA Masterclass Course Objectives

- Manage complex executive diaries across time zones and competing priorities.
- Apply the Eisenhower Matrix, time blocking, and delegation boundaries daily.
- Prepare briefing packs, options papers, and decision-ready summaries.
- Write correspondence, memos, and reports on behalf of senior executives.
- Coordinate board and committee cycles including agendas and resolutions.
- Apply stakeholder mapping and power-interest analysis to executive contact.
- Maintain document control, confidentiality, and information security standards.
- Use Microsoft Outlook, Word, Excel, PowerPoint, and Teams at an advanced level.
- Handle difficult stakeholders, escalation, and high-pressure situations.
- Build a personal development and professional accreditation roadmap.

Course Methodology

- Instructor-led masterclass sessions built around executive-office scenarios.

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- Practical exercises in diary planning, briefing notes, and minute-taking.
- Case studies of executive support in corporate, government, and institutional settings.
- Role-play exercises on gatekeeping, discretion, and difficult conversations.
- Group workshops redesigning executive support systems end to end.
- Continuous knowledge checks and a final assessed executive PA project.

Who Should Take This Course

- Executive personal assistants and executive secretaries.
- Senior assistants supporting directors and C-suite leaders.
- Personal assistants preparing for executive-level responsibility.
- Board and committee secretaries.
- Executive office managers and support team leaders.
- Experienced administrators moving into senior executive support.

The Certified Executive PA Masterclass Course Outlines

Day 1: The Executive PA as a Strategic Partner

- Defining the modern executive PA role and its boundaries.
- Building a trusted partnership with the executive.
- Reading organisational strategy and executive priorities.
- Executive office governance and decision protocols.
- Professional presence, protocol, and business etiquette.
- Ethics, discretion, and confidentiality standards.
- Workshop: mapping an executive's support requirements.





Day 2: Advanced Diary, Time, and Priority Control

- Complex diary management across time zones.
- The Eisenhower Matrix and time blocking at executive scale.
- Protecting focus time and managing interruptions.
- Managing deadlines, reminders, and follow-up discipline.
- Handling last-minute changes and schedule disruption.
- Delegation boundaries and escalation criteria.
- Workshop: building one full executive week in Outlook.

Day 3: Briefings, Documents, and Business Writing

- Preparing briefing packs and pre-reading materials.
- Writing options papers and decision-ready summaries.
- Drafting correspondence and reports for executive signature.
- Editing and proofreading to a professional standard.
- Document control, versioning, and approval workflows.
- Using Word, Excel, PowerPoint, and Teams at advanced level.
- Workshop: drafting a briefing note and executive summary.

Day 4: Boards, Committees, and Stakeholder Management

- Board and committee cycles, charters, and terms of reference.
- Preparing agendas, board packs, and resolution papers.
- Minute-taking, action registers, and governance records.
- Stakeholder mapping and power-interest analysis.

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- Gatekeeping, handling VIP contacts, and managing access.
- Coordinating events, visits, and high-level delegations.
- Workshop: running a simulated board meeting cycle.

Day 5: Resilience, Problem Solving, and Career Development

- Managing pressure, workload, and personal resilience.
- Structured problem solving and root cause analysis.
- Handling difficult stakeholders and conflict calmly.
- Managing executive travel and contingency planning.
- Professional accreditation and continuous development.
- Building a personal executive PA development plan.
- Workshop: presenting an executive PA improvement plan.

Conclusion

By successfully completing The Certified Executive PA Masterclass Training Course, participants will have acquired the knowledge to run an executive office with authority, control complex schedules, prepare briefings and board packs to a high standard, and protect confidential information under pressure. They will also gain advanced business writing, stakeholder management, and problem-solving capability. Furthermore, the course prepares assistants to operate as genuine strategic partners to leadership. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready executive support.





FAQs

Q1 What is the "The Certified Executive PA Masterclass" course about?

It is an advanced masterclass on professional executive personal assistance. It covers complex diary and priority control, briefing and board pack preparation, business writing for executives, governance and confidentiality, stakeholder and access management, resilience, and structured problem solving.

Q2 What are the key benefits of the "The Certified Executive PA Masterclass" course?

Participants gain the judgement and systems to support senior leadership at a strategic level rather than a task level. The course reduces scheduling clashes and missed follow-ups, raises the quality of briefings and board papers, strengthens confidentiality practice, and prepares assistants for greater responsibility and career progression.

Q3 What skills will I gain from the "The Certified Executive PA Masterclass" course?

Executive diary, time and priority management; executive briefing and board pack preparation; advanced business writing and document control; and stakeholder management, discretion and high-pressure problem solving.



Q4 What tools, methods, or standards are covered in the "The Certified Executive PA Masterclass" course?

The course covers the Eisenhower Matrix and time blocking, briefing note and options paper formats, board charters and terms of reference, minute-taking and action registers, stakeholder power-interest grids, document version control, root cause analysis techniques, and Microsoft Outlook, Word, Excel, PowerPoint, and Teams.

Q5 How is the "The Certified Executive PA Masterclass" course applied in real-world practice?

Graduates apply it by running their executive's diary, travel, and correspondence end to end, preparing board packs and briefing notes before key sessions, and taking accurate minutes with tracked actions. They also screen access and enquiries, coordinate high-level visits, and act decisively when plans change at short notice.