

THE EXECUTIVE ASSISTANT'S SUCCESS GUIDE



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TRAINING CENTER



Introduction

Executive assistants succeed through judgement, organisation, and the trust they build with the leaders they support. The The Executive Assistant's Success Guide Training Course sets out a clear path to that standard of performance. Participants learn to manage complex schedules, prepare briefings that decision-makers can act on, coordinate meetings and travel, and write on behalf of an executive. Furthermore, the course covers stakeholder handling, discretion, and document control. In addition, it develops prioritisation, problem solving, and resilience under pressure. As a result, participants return with practical systems, stronger professional presence, and a clear plan for career growth in executive support.

The Executive Assistant's Success Guide Course Objectives

- Build a trusted partnership with the executive you support.
- Manage complex diaries, time zones, and conflicting appointments.
- Apply the Eisenhower Matrix and time blocking to daily priorities.
- Prepare agenda packs, briefing notes, and executive summaries.
- Write correspondence, memos, and reports in an executive's voice.
- Coordinate meetings, travel, visas, and expense documentation.
- Apply stakeholder mapping and professional protocol at senior level.
- Maintain document control, versioning, and confidentiality standards.
- Use Microsoft Outlook, Word, Excel, PowerPoint, and Teams confidently.
- Plan a professional development path for executive support roles.

Course Methodology

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

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- Practical exercises in diary planning, briefings, and minute-taking.
- Case studies of executive offices in corporate and public organisations.
- Role-play exercises on communication, discretion, and difficult requests.
- Group workshops redesigning executive support systems and travel plans.
- Continuous knowledge checks and a final assessed executive support project.

Who Should Take This Course

- Executive assistants and executive secretaries.
- Personal assistants supporting directors and senior managers.
- Senior administrative assistants preparing for executive work.
- Board and committee secretaries handling governance papers.
- Executive office coordinators and support team members.
- Administrative professionals aiming for executive-level responsibility.

The Executive Assistant's Success Guide Course Outlines

Day 1: The Executive Assistant Role and Professional Standards

- Duties, boundaries, and expectations of the executive assistant role.
- Building trust and a productive partnership with the executive.
- Professional image, business etiquette, and protocol.
- Understanding organisational strategy and decision lines.
- Confidentiality, discretion, and information security practice.



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- Gatekeeping, access management, and visitor handling.
- Workshop: mapping an executive's weekly support needs.

Day 2: Diary, Time, and Priority Management

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

Day 3: Briefings, Meetings, and Travel Coordination

- Preparing agendas, board packs, and pre-reading materials.
- Writing briefing notes, options summaries, and follow-up records.
- Minute-taking techniques and action tracking registers.
- Planning business travel: flights, hotels, visas, and itineraries.
- Expense tracking, receipts, and travel reporting.
- Coordinating venues, technology, and meeting logistics.
- 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, reports, and decision-ready summaries.
- Summarising long documents into clear briefings.



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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 reply email.

Day 5: Organisation, Resilience, and Career Growth

- Document control, filing structures, and version management.
- Managing small administrative budgets and vendor coordination.
- Structured problem solving and root cause analysis.
- Managing pressure, workload, and personal resilience.
- Setting professional goals and seeking accreditation.
- Building a personal executive assistant development plan.
- Workshop: presenting an executive support improvement plan.

Conclusion

By successfully completing The Executive Assistant's Success Guide Training Course, participants will have acquired the knowledge to manage executive diaries and travel, prepare briefings and board packs, write professionally on behalf of leadership, and protect confidential information with confidence. They will also gain prioritisation, stakeholder handling, and problem-solving skills that make an executive office run smoothly. Furthermore, the course prepares assistants for greater responsibility and career progression. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready executive support.





FAQs

Q1 What is the "The Executive Assistant's Success Guide" course about?

It is a practical programme on performing at a high standard in executive support. It covers building trust with an executive, complex diary and priority management, briefing and board pack preparation, meeting and travel coordination, business writing on behalf of leadership, document control, discretion and resilience.

Q2 What are the key benefits of the "The Executive Assistant's Success Guide" course?

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

Q3 What skills will I gain from the "The Executive Assistant's Success Guide" course?

Executive diary, time and priority management; briefing, meeting and travel coordination; business writing on behalf of executives; and document control, discretion and stakeholder communication.



Q4 What tools, methods, or standards are covered in the "The Executive Assistant's Success Guide" course?

The course covers the Eisenhower Matrix and time blocking, Outlook calendar and meeting management, agenda and briefing pack formats, minute-taking and action registers, itinerary and travel documentation templates, document version control, stakeholder power-interest grids, root cause analysis techniques, and Microsoft Word, Excel, PowerPoint, and Teams.

Q5 How is the "The Executive Assistant's Success Guide" 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 key sessions, and taking minutes with tracked actions. They also draft correspondence in the executive's voice, screen access and enquiries, manage filing and confidentiality, and adapt quickly when plans change at short notice.