



## The Advanced Executive Assistant Program Training

### Description

#### Introduction

**This program is designed for:**

Senior administrators, office managers, executive assistants and supervisors of junior staff who already possess the essential administration skills and seek to move their career further up.

#### Objectives

- Provide full support to stakeholders in order to enhance the success of the business.
- Apply emotional intelligence to foster excellent business relationships, laterally and vertically.
- Plan and present strong business cases to their managers.
- Build and maintain different organizing systems that will lead to increased productivity.
- Generate win-win outcomes in any negotiation session.
- Plan and organize a successful event while practicing excellent business etiquette and protocol.

#### Content

##### Partnering Strategically “With” Your Leader

- Understanding the Strategic Role of Today’s Executive Assistant
- Working “With” versus Working “For” your Leader
- Achieving Higher Engagement and Involvement in your Leader’s Scope
- Self-Empowerment: Creating your Own Mission Statement
- Increasing your Share in Decision-Making
- Developing Forward Thinking: Being a Proactive Thinker

##### The Power of Emotional Intelligence

- Understanding the Four Dimensions of EI:
  - Awareness of Own Role

- Management of Own Responsibilities
- Awareness of Office Politics and Environment
- Management of Stakeholders
- Recognizing How Stress and Feelings Affect Performance
- Applying EI in Building Relations and Dealing with Difficult Situations

### **Presenting Your Ideas with Passion and Credibility**

- Planning for a Convincing Presentation
- Developing and Organizing Objectives and Content
- Delivering the Presentation and Fielding Questions
- Using Visual aids to Support the Presentation

### **Building and Maintaining Systems**

- What is a System? The Why and How of Systems
- Filing Systems: Controlling Documents, e-Filing and Cloud Storage
- Time Management Systems: Planning, Organizing and Controlling
- Idea Generating Systems: Spotting and Implementing Improvements
- Self-Management Systems: Setting your Own Targets and Exceeding Them
- Using Discipline to Maintain and Ensure System Continuity

### **Negotiating with Suppliers (Internal and External)**

- Principles of Successful Negotiations with Internal and External Suppliers
- Negotiation Planning and Tactics
- Aiming at Win-Win Outcomes
- Negotiating for the Long-Term

### **Event and Conference Organization**

- Planning for Events: A Project Management Approach
- Promoting Events and Ensuring Maximum Turn-Out
- Managing and Controlling Events
- Managing Suppliers and the Secrets of Dealing with Hotels and Venues

### **Protocol and Business Etiquette**

- Principles of Business Etiquette
- Phone, e-Mail and Meeting Etiquette
- Understanding Values, Beliefs and Perceptions
- Dealing with Different Personalities and Cultures
- Creating a Personal Brand within the Organization