MERCURY

Executive Assistant Training Course

13 – 17 December 2026
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15347_305003 **Date:** 13 – 17 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction:

This executive assistant program aims to delineate the functions of top office managers according to the finest international methodologies and practices. It is designed to cultivate top office managers' competencies and provide technical assistance to facilitate high-efficiency performance. Participants will gain familiarity with the specialties, duties, and responsibilities particular to office managers.

Topics include administrative communication, interaction with leadership and staff, time management, official correspondence, and archiving with practical applications. The Executive Assistant course will also tackle behavioral skills pertinent to the role, performance-related behavioral aspects, the art of etiquette and contemporary ceremonies. It covers a broad range of executive assistant responsibilities and duties.

The Executive Assistant training course will equip individuals with a comprehensive understanding of the crucial role that executive assistants play in an organization's structure. It is specifically tailored for current and aspiring executive assistants, senior executive assistants, or administrative professionals seeking to enhance their skills, earn an executive assistant certification, and achieve their executive assistant.

Targeted Groups:

- Office Managers.
- Executive Assistants.
- Administrative Assistants.
- Secretarial Staff.

Course Objectives:

At the end of this executive assistant course, participants will be able to:

- Provide excellent support to their Managers and Teams.
- Encourage an understanding of their strengths and weaknesses.
- Become a skilled communicator and influencer.
- Develop confidence in reporting and presenting.
- Understand the importance of setting and achieving SMART goals for executive assistants.
- Identify priorities and manage time effectively.

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Targeted Competencies:

By the end of this executive assistant training, participants competencies will:

- Administrative skills.
- Time management.
- Coordinating skills.
- Prioritizing.
- Communication skills.
- Etiquette and protocol skills.
- Problem-solving.
- Stress management.
- Conflict management.

Course Content:

Unit 1: Defining and Developing the Role:

- The integral partnership between the Executive Assistant and management.
- Define responsibilities and understand the executive assistant's definition and meaning in a corporate context.
- Broaden and increase duties within the role, including managerial aspects.
- Essential management skills and planning for professional development.
- Identify and overcome obstacles to success.
- Analyze personalities and behaviors in the workplace.

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Unit 2: Tasks and Responsibilities of the Director of the Contemporary Office:

- Functional Office Manager.
- Office management functions.
- Office Manager Skills.
- Qualifications of office manager.
- Duties of the office manager.
- Dimensions of the office manager function.
- The concept of higher office management.
- Responsibilities, duties, and responsibilities of office managers.
- The scientific concept of administrative communication and its methods.
- The art of dealing with leaders and subordinates.
- Behavioral skills related to the functionality of the office manager.
- Planning meetings.
- Business Scheduling.
- Development of cataloging and archiving systems.
- Information Systems and Decision Making.
- High reporting skills and performance indicators KPIs
- Management of relations between senior management staff and organizational units.

Unit 3: The Importance of Communication Skills in Office Management:

- The concept of communication and its types.
- Davis model of communication.
- JOHARI WINDOW MODEL.
- Sound skills for an effective office manager.
- Practical body language skills for an effective office manager.
- Office Manager Patterns according to the Herman HBDI Scale.
- Perceptual Positioning Techniques.
- Skills to deal with different human patterns.
- The importance of language skills in the success of an effective office manager.
- Persuasion and influence skills in the field of office management work.
- Practical applications of effective communication skills in office management.

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Unit 4: Office Management Protocol:

- Protocol concept.
- Elements of effective office manager behavior.
- Secretary skills in handling protocol management.
- Management of the first impression of the beneficiary of office management services.
- Summary of Recent research has been conducted on the influence of body language in persuading others.
- The concept of the first impression.
- Factors affecting the formation of the recipient's first impression of office management services.
- The concept of charisma.
- Psychological criteria for an effective office manager.
- Effective office manager and protocol dealing with VIP visitors.
- The importance of compatibility between the physical and psychological characteristics of the office manager industry of the ideal impression.
- Etiquette skills and their impact on the success of the effective office manager.
- Skills in dealing with the public to receive complaints.

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Unit 5: Excellence in Office Management Strategies and Arts

- Stages of preparation and processing systems for organizing files and information.
- Strategy used to serve office and archiving business.
- Skills in receiving and exporting correspondence.
- Methods of indexing and archiving documents and files.
- The art and drafting of official correspondence correspondence/memos/reports.
- The art of writing reports.
- The art of organizing meetings.
- The art of writing and managing meeting minutes.
- Higher thinking skills for an effective office manager.
- Understand the importance of enabling higher thinking skills and activating them for effective office managers.
- Problem-solving and decision-making skills.
- Skills of innovative and creative thinking.
- Practical applications of the higher thinking skills of the office manager.
- Conflict Management and Mitigation Skills in the Work Environment.
- The concept of conflict management.
- Stress management skills.

Conclusion:

Upon completing the Executive Assistant Training Program, participants will be awarded an executive assistant certificate, which acknowledges their enhanced ability to perform their role more professionally and competently.