



## Executive Assistant Training Conference

29 Sep - 03 Oct 2024  
Kuala Lumpur (Malaysia)



# Executive Assistant Training Conference

**Ref.:** 15348\_305048 **Date:** 29 Sep - 03 Oct 2024 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

The Executive Assistant training conference aims to identify the work of the top office managers according to the best international methodologies and practices. It is designed to develop office managers' skills and provide them with the technical assistance and expertise required by their roles.

Participants will gain insights into the specialties, duties, and responsibilities of office managers, the scientific concept of administrative communication, dealing with leaders and subordinates, time management, the art of official correspondence, and indexing and archiving. The executive assistant training will also cover behavioral skills related to the role and the art of etiquette and modern ceremonies.

## Targeted Groups:

- Executive Assistants.
- Administrative Assistants.
- Secretarial Staff.

## Conference Objectives:

By the end of this executive assistant conference, participants will be able to:

- Provide excellent support to their Managers and Teams.
- Recognize their strengths and weaknesses.
- Become proficient communicators and influencers.
- Gain confidence in reporting and presenting.
- Comprehend the importance of setting and achieving targets.
- Manage time effectively to keep work on track.

## Targeted Competencies:

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

- Administrative skills.
- Time management.
- Coordinating skills.
- Prioritizing tasks.
- Communication skills.
- Etiquette and protocol skills.
- Problem-solving abilities.
- Stress management techniques.
- Conflict resolution strategies.

## **Executive Assistant Professional Growth:**

In today's dynamic corporate environment, the role of the Executive Assistant is expanding beyond traditional administrative tasks. With responsibilities evolving to encompass complex projects, stakeholder management, and strategic decision-making, an executive assistant's professional trajectory is geared toward becoming a Senior Executive Assistant or transitioning into managerial positions.

This conference aims to lay a solid foundation for executive assistant certification, cultivating the comprehensive skill set necessary to excel. Participants will understand the multifaceted nature of executive assistant tasks, set smart goals for personal development and recognize the significance of dedicated training for executive assistants.

Participants will emerge from this executive assistant training conference with a certificate and a deeper understanding of what it means to be an executive assistant, fully equipped to tackle the challenges and responsibilities that define the role in the modern workplace.

## **Course Content:**

### **Unit 1: Defining and Developing the Role:**

- Understanding the Executive Assistant role as a vital partnership with management.
- Defining the Executive assistant's responsibilities and authority, addressing biases and prejudice.
- Exploring ways to broaden the Executive Assistant role and increase responsibilities.
- Developing managerial aspects of the Executive Assistant role.
- Enhancing essential management skills and planning for development.
- Overcoming barriers to success.
- Analyzing personality types and behaviors.

### **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.

### **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 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.

## **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, managing, and organizing 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:**

This Executive Assistant Training Conference aims to clarify the definition of executive assistant and ensure that delegates leave with concrete skills and strategies to enhance workplace performance. Our goal is to empower executive assistants by providing the knowledge and tools required to meet and exceed the demands of this pivotal role within any organization.



**Registration form on the :  
Executive Assistant Training Conference**

**code:** 15348 **From:** 29 Sep - 03 Oct 2024 **Venue:** Kuala Lumpur (Malaysia) **Fees:** 3900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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