



Administration and Office Efficiency

Certified Executive Assistant and Office Administrator

Course Introduction

Certified Executive Assistant and Office Administrator

In today's dynamic business environment, Executive Assistants and Office Administrators are more than just supportive staff; they are key collaborators and contributors. As organizations continue to evolve, the role of these professionals has expanded beyond traditional tasks.

This training program, "Certified Executive Assistant and Office Administrator," is designed to equip participants with a comprehensive set of skills and talents that can help them expand their influence, meet managerial expectations, solve problems efficiently, plan current and future activities, and enhance administrative and professional abilities. The course will provide participants with the latest tools, techniques, and practical applications in office management, enabling them to handle a variety of responsibilities and ensure smooth and efficient office operations.

Target Audience

- Executive Assistants
- Office Managers
- Administrative Professionals
- Personal Assistants
- Individuals seeking to advance their careers in office management and administration

Learning Objectives

- Gain a full understanding of modern office management concepts and the role of an executive assistant.
- Develop the necessary skills to perform the duties of an executive assistant, as required by key organizations, ministries, and institutions.

- Enhance practical skills in executive assistance, office management, and secretarial work.
- Understand the new horizons in office work and the nature of office activities.
- Master techniques to alleviate the workload on leaders, ministers, directors, and officials.
- Learn how to monitor and control office performance effectively.
- Discover ways to positively motivate themselves and others towards achieving set goals.
- Understand how to build positive relationships with others, solve problems, and influence stakeholders.
- Acquire knowledge and skills to improve performance both practically and academically, enhancing efficiency in their assigned roles.
- Learn effective communication techniques and positive behaviors when dealing with high-level officials.

Course Outline

• 01 Day One

The Modern Concept of Office Management

- Introduction to Modern Office Management
- The Evolving Role of Executive Assistants and Office Administrators
- Essential Office Management Skills
- Key Responsibilities and Duties of Office Managers and Executive Assistants

• 02 Day Two

Advanced Administrative Skills

- Time Management and Prioritization Techniques
- Effective Planning and Scheduling Strategies
- Handling Confidential Information and Sensitive Tasks
- Enhancing Organizational Efficiency

• 03 Day Three

Problem Solving and Decision Making

- Critical Thinking and Problem-Solving Skills

- Managing Office Conflicts and Disputes
- Decision-Making Strategies for Office Administrators
- Creating a Professional Problem-Solving Image

• 04 Day Four

Communication and Relationship Building

- Effective Communication Skills for Office Administrators
- Building Positive Relationships with Executives, Colleagues, and Clients
- Managing Upward: Enhancing Executive Relationships
- Influence and Negotiation Skills

• 05 Day Five

Practical Applications and Leadership Skills

- Motivating Self and Others: Techniques and Strategies
- Managing Stress and Pressure in the Office Environment
- Practical Applications: Case Studies and Role-Playing
- Leadership Skills for Executive Assistants and Office Administrators

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 15, 2025	5 days	4250.00 \$	Morocco - Casablanca
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 22, 2025	Dec. 26, 2025	5 days	4250.00 \$	UAE - Dubai