XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

# Executive Assistant and Personal Assistant (PA) Training Course

| DURATION | LANGUAGE | FORMAT |
|---|---|---|
| **10 days** | **English** | **Classroom / Online** |

## Upcoming dates

| Dates | Venue | Format | Fee |
|---|---|---|---|
| 4 – 15 Jan 2027 | Cairo | Classroom | **€7,200** |
| 28 Jun – 9 Jul 2027 | Live online | Online (live) | **€1,800** |
| 6 – 17 Dec 2027 | Live online | Online (live) | **€1,800** |

### Register or ask a question

Online: x8ti.com/course/executive-assistant-and-personal-assistant-pa-traini…

+491631686678 · info@x8ti.com

# Executive Assistant and Personal Assistant (PA) Training Course

## Introduction

The efficient operation of an office is crucial for business success. Dynamic office management, timely organization, administrative skills, and effective business communication are essential for providing necessary services promptly.

A certified administrative professional combines various competencies to address diverse office concerns. As offices become more technologically driven, there is a need for versatile professionals with a wide range of office skills.

These professionals manage tasks such as planning, business communication, and information distribution, ensuring that business functions are harmonized and executed simultaneously. They serve as a link between various operations, coordinating activities to achieve the common goals of the business.

## Learning Objectives

The Certified Administrative Professional course aims to:

- Enhance participants' professional qualifications, making them valuable assets to their organizations.
- Highlight the range of duties and responsibilities of an administrative professional.
- Expand participants' skill sets and knowledge bases.
- Boost participants' self-esteem and confidence with familiarity with the latest trends and techniques.
- Strengthen participants' communication abilities, with a focus on business communication.
- Provide industry-recognized certification to advance participants' careers.
- Increase office productivity through better coordination of activities.

## Training Methodology

- Interactive sessions and lectures.
- Presentations.
- Management games.
- Role-playing/modeling.
- Case studies.
- Group discussions.
- Problem-solving sessions. Xcelerate Training Institutes follows the 'Do-Review-Learn-Apply' model.

## Benefits for Your Organisation

Organizations will benefit from:

- Smooth workflow and better coordination among office activities.
- Timely performance of activities such as meetings, payments, policy communication, and document filing.

- Improved management of physical resources like inventory and office supplies.
- Enhanced employee supervision, including training, conflict resolution, and counseling.
- Reduced activity costs and resource waste through better planning and organization.
- Improved public relations through better communication with customers.
- Optimal use of technology for virtual meetings, internet use, and office record maintenance.

## Benefits for You

Participants will gain:

- A better understanding of managerial and administrative concepts and their real-life applications.
- A versatile skill set in organizing, scheduling, business communication, supervising, and administration.
- Flexibility to adapt to dynamic business environments.
- A competitive edge over peers with enhanced practical knowledge and skills.
- Improved resumes and the ability to negotiate better remuneration.

## Who Should Attend

This course is ideal for:

- Office administrators
- Office assistants
- Office clerks
- Office secretaries
- Administrative assistants
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

## Course Outline

The following components are covered in the Executive Assistant and Personal Assistant (PA) Training Certification Course:

### Role of a Modern Personal Executive Assistant

- Understanding modern organizational structures.
- Navigating today's global business environment.
- Enhancing and promoting the value of a PA/EA.
- Grasping managerial aspects.
- Developing competencies of a next-generation PA/EA.

### Assistant and Manager Relationship

- Setting common objectives and priorities.

- Communicating effectively with the manager.
- Building and maintaining a productive working relationship.
- Adapting to the manager's work style and anticipating needs.
- Partnering with the manager.
- Making dependent and independent decisions.
- Representing the manager.

## Time Optimization, Task Management & Prioritization

- Importance of optimizing time.
- Effective task management.
- Enhancing task efficiency and effectiveness.
- Techniques for time management.
- Prioritizing and multitasking.
- Using the urgent/important matrix.
- Delegating tasks.
- Managing conflicting priorities.
- Setting SMART objectives.

## Business Etiquette and Diplomacy

- Understanding protocol and business etiquette.
- Reflecting the brand image.
- Developing customer experience skills.
- Remembering names and appointments.
- Noting schedules.
- Practicing Netiquette (Internet Etiquette).
- Ensuring confidentiality and compliance.
- Securing data.
- Engaging in business correspondence.

## Effective Interpersonal Communication

- Building inter-department and client relationships.
- Handling difficult personalities and scenarios.
- Boosting self-confidence and assertiveness.
- Presenting opinions and influencing others.
- Using BATNA and negotiation techniques.
- Achieving win-win results in negotiations.
- Understanding perceptions, attitudes, and beliefs.
- Practicing telephone etiquette.
- Developing active listening skills.
- Paying attention to detail.

## Meetings Management

- Following meeting etiquette.
- Planning and preparing for meetings.
- Creating effective agendas.
- Techniques for writing meeting minutes.
- Improving meeting efficiency.
- Creating action plans after meetings.
- Note-taking and transcription.
- Closing and follow-ups.
- Booking appointments and arranging interviews.
- Managing travel arrangements and events.

## Emotional Intelligence (EI) and Stress Management

- Introduction to emotional intelligence.
- Understanding EI and human psychology.
- Exploring EI dimensions for assistants.
- Developing EI tactics and skills.
- Recognizing and controlling stress symptoms.
- Dealing with stress effectively.
- Linking emotions, stress, and productivity.

## Visitors Management

- Welcoming visitors.
- Handling different types of visitors.
- Improving customer service.
- Techniques for screening visitors.
- Serving internal and external customers.
- Handling complaints professionally.

## Professional Business Communications

- Writing business reports.
- Key elements of business writing.
- Proofreading documents.
- Writing professional emails and maintaining etiquette.
- Engaging in business correspondence.
- Developing presentation skills using the WHPI method.
- Handling complaints through communication.
- Giving and receiving feedback.
- Understanding body language and building rapport.
- Managing diaries and calendars.

## Additional Responsibilities

- Managing the manager's personal requirements.
- Handling interruptions.
- Performing administrative duties.
- Sourcing office supplies.
- Managing accounting and stock.
- Simple budgeting.
- Managing invoices and petty cash.

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# Registration Form

## Executive Assistant and Personal Assistant (PA) Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

### Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

### Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

### Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

### Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

**Call**
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**Email this form**
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Open the course page