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Global Learning for Operational Leaders

ADMINISTRATION AND SECRETARIAL

CMI Recognized The Certified Executive/PA Masterclass

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Course content

Why Attend

Executive assistants hold a critical position of influence and must build a robust partnership with the senior management team. This course will enable you to have the right competencies to work in collaboration with your manager. After all, your success will directly affect your manager's success. This course seeks to supplement your current capabilities by adding other highly-needed competencies that will lead to excellence in your position. During this course, you will discover ways to enhance your confidence and forward-thinking ability, allowing you to become a true business partner with the executive team. You will learn and practice powerful emotional intelligence strategies that you can immediately apply in the workplace. Moreover, you will participate in detailed discussions on the importance of building systems and having a systematic thinking approach, leading you to create several systems at the workplace. The next segment of this course discusses how to deal with visitors and internal and external customers professionally and how to make your department and company more customer-friendly. Finally, you will learn how to develop action plans that will enhance your professional image and the image of your department and company.

Course Methodology

• This is a highly interactive course that uses several groups and individual role-plays. You will constantly engage in practical group and individual activities, allowing you to test and apply your learning immediately. Moreover, using several self-assessment tests will enable you to discover your hidden talents and areas for improvement. Finally, you can discuss, share, and find solutions to your work challenges in a supportive environment.

Course Objectives

• Perform the role of modern personal assistants and acquire fundamental practices to support stakeholders

• Apply emotional intelligence to foster excellent business relationships both laterally and vertically

• Harness modern communication concepts and strategies to facilitate workflow

• Use the main functions of management to build and maintain different organizing systems that will lead to increased productivity

• Demonstrate professional skills in using creativity, serving internal customers, and managing stress

Target Audience

• Senior administrators, office managers, executive assistants, and supervisors of junior staff who already possess the essential administration skills and are seeking to further advance their careers.

• Target Competencies

- Forward thinking
- Emotional control

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Course outline

Detailed course outline

Module-by-module outline for CMI Recognized The Certified Executive/PA Masterclass.

Module 1 - Progressive Role of the Executive or Personal Assistant

• Understanding the strategic role of today’s executive assistant

• Working 'with' versus working 'for' your leader

• The challenges impacting the 21st century administrators

• Competencies of the modern personal assistant

• Self-empowerment: Creating your mission statement

• Developing forward thinking: Being a proactive thinker

Module 2 - Emotional Intelligence (EI) Skills for Handling People

• Definition of EI

• The conceptual model

• Understanding the four dimensions of EI:

• Awareness of one's role

• Management of own responsibilities

• Awareness of office politics and environment

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Module 3 - Effective Interpersonal and Written Communication

• Building excellent relationships with colleagues

• Dealing with difficult personalities

• Developing self-confidence and assertiveness

• Presenting your ideas and influencing others

• Effective business writing:

• Writing powerful emails

Module 4 - Mastering Management Practices

• Planning

• Setting SMART objectives

• Writing your personal goal-setting plan

• Organizing

• Delegating effectively

• Setting task priorities

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Module 5 - The Executive/PA guidelines for Success

• Forging a customer service culture in your office

• The importance of internal customer service

• Making your department customer-friendly

• Dealing with visitors

• Creativity tools for decision making

• Definition of creativity

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Seminar dates

Available seminar dates

Live dates and pricing for CMI Recognized The Certified Executive/PA Masterclass generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	Istanbul	Classroom	**€1,995**
22 - 26 June 2026	Vienna	Classroom	**€2,975**
13 - 17 July 2026	Barcelona	Classroom	**€2,695**
17 - 21 August 2026	Paris	Classroom	**€3,150**
21 - 25 September 2026	Frankfurt	Classroom	**€2,275**
19 - 23 October 2026	London	Classroom	**€2,940**
2 - 6 November 2026	Barcelona	Classroom	**€2,695**

Live online option	Online delivery is available at €1,250.