

# The Executive Assistant – Personal Assistant Masterclass Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-05-26

**End Date:** 2026-05-30

## Course Details

---

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** SAAC

**Course Code:** SAAC-11

## Syllabus

---

### Course Syllabus

#### Introduction

#### This program is designed for:

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers.

#### Objectives

- Practice advanced administration techniques to effectively run the office of a senior manager.
- Build excellent relationship with the manager and maximize productivity.
- Acquire modern concepts and strategies related to the job in order to carry out responsibilities with a high degree of competence.

## **Content**

### **Progressive Role of the Executive Assistant/PA**

- Developing and Broadening your Role
- Expanding Yourself: Going Beyond Expectations
- Widening the Managerial Aspects of your Role
- Competencies of the Modern PA
- Better Management of your Work Flow

### **Optimizing the Relationship with the Boss**

- Establishing Common Objectives/Priorities
- Knowing and Synchronizing Expectations
- Building and Managing the Relationship
- Maximizing your Value Relative to the Boss
- Partnering with the Boss

### **Effective Interpersonal Communication**

- Building Excellent Relationships with Colleagues
- Dealing with Difficult Personalities
- Developing Self-Confidence and Assertiveness
- Presenting your Ideas and Influencing Others
- Negotiating Win-Win Outcomes
- Perceptions, Attitudes and Beliefs

### **Professional Business Writing**

- Crucial Elements for Excellent Writing
- Writing Professional Emails
- Email Etiquette

### **Controlling Stress**

- Understanding Stress
- What Happens When you are Under Stress: The Symptoms
- Identifying Actual Causes of Stress
- Action-Planning to Keep Stress Under Control
- Time-Management Preventive Measures

### **Organizing Professional Meetings**

- Planning for the Meeting
- Preparing the Agenda
- Techniques for Writing the Minutes

- Different Techniques for Screening Visitors
- Servicing Internal and External Customers
- Handling Complaints Professionally
- Making your Department Customer-Friendly