



*Training Course:
Executive Assistant and Personal Assistant (PA)*

*22 September - 3 October 2025
Geneva (Switzerland)*

Training Course: Executive Assistant and Personal Assistant (PA)

Training Course code: OM235890 From: 22 September - 3 October 2025 Venue: Geneva (Switzerland) - Training Course Fees: 9100 € Euro

Introduction:

This training program, designed by Global Horizon Training Center, is tailored for current and aspiring Executive Assistants and Personal Assistants who play a critical role in supporting top executives and senior managers. The role has evolved beyond traditional administrative functions into one that demands strategic insight, excellent communication, advanced organizational skills, and discretion.

The Executive Assistant and Personal Assistant PA program delivers practical skills, modern tools, and proven strategies to enhance efficiency, strengthen professional presence, and enable participants to become indispensable partners to executives. Over 10 days, participants will gain insights into managing multiple responsibilities, mastering calendar and time management, improving business communication, handling confidential matters, and supporting leadership effectively.

Objectives:

By the end of the training, participants will be able to:

- Understand the evolving role of an Executive and Personal Assistant.
- Master advanced office management and organizational skills.
- Manage time, tasks, priorities, and multiple stakeholders effectively.
- Enhance communication, negotiation, and conflict resolution capabilities.
- Learn techniques for decision-making, confidentiality, and discretion.
- Utilize tools for digital organization and support of remote/hybrid teams.
- Build leadership presence and develop critical thinking.
- Support senior executives with strategy, planning, and operations.

Course Methodology:

- Interactive presentations and instructor-led sessions
- Case studies and real-world scenarios
- Role-playing and simulation activities
- Group exercises and workshops

- Peer-to-peer knowledge exchange
- Practical toolkits and checklists
- Self-assessment and action planning

Organizational Impact:

- Improved executive productivity through effective support
- Enhanced internal and external communication channels
- Greater team coordination and reduced operational delays
- Stronger confidentiality practices and document control
- Elevated organizational image through professional support staff
- Reduction in administrative errors and miscommunications

Target Audience:

- Executive Assistants
- Personal Assistants PA
- Office Managers
- Administrative Coordinators
- Secretaries supporting senior executives
- Professionals aiming to become Executive Assistants

Course Outline:

Day 1: The Modern Executive Assistant Role

- Evolution of the EA/PA role in today's business landscape
- Understanding expectations from executives and the organization
- Key competencies and professional ethics
- Building trust and becoming a strategic partner

Day 2: Advanced Organizational Skills

- Office administration and workflow optimization
- Multi-tasking techniques and time-blocking strategies
- File and document management systems
- Handling executive schedules and logistics

Day 3: Business Communication Excellence

- Professional writing emails, reports, memos
- Verbal communication and active listening
- Managing tone, clarity, and business etiquette
- Preparing briefings and executive summaries

Day 4: Calendar, Travel & Meeting Management

- Managing complex calendars and appointments
- Coordinating travel and accommodations
- Preparing itineraries and handling last-minute changes
- Organizing virtual and physical meetings

Day 5: Time Management & Prioritization

- Identifying time wasters and setting boundaries
- Tools for daily, weekly, and long-term planning
- Managing executive priorities under pressure
- Working with urgency while staying accurate

Day 6: Technology Tools for Executive Assistants

- Microsoft Office Suite tips and automation
- Calendar sync, reminders, and productivity apps
- Using collaboration tools Teams, Zoom, Slack, Trello
- Secure digital file sharing and data protection

Day 7: Managing Confidentiality & Sensitive Matters

- Best practices in handling confidential information
- Ethical boundaries and trust-building
- Managing internal politics and stakeholder dynamics
- Professional discretion in communication

Day 8: Problem Solving, Adaptability & Crisis Handling

- Rapid response techniques for last-minute changes
- Anticipating executive needs and thinking ahead
- Scenario-based problem solving
- Stress management and emotional intelligence

Day 9: Leadership Presence & Executive Image

- Professional demeanor, dress code, and presentation
- Representing the executive in meetings and calls
- Assertiveness without aggressiveness
- Developing strategic thinking and decision support

Day 10: Strategic Support & Career Development

- Providing project support and executive reporting
- Developing long-term goals as an EA/PA
- Creating an action plan for personal growth
- Final review and closing workshop

Registration form on the Training Course: Executive Assistant and Personal Assistant (PA)

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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