

Executive Office Administration and Secretarial Practice

12 – 30 April 2027
Baku (Azerbaijan)

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A photograph of chess pieces on a checkered board. In the foreground, a large gold king piece stands prominently on a dark square. To its left, a silver pawn piece sits on a light square. Further back, another silver pawn piece is visible on a light square. The background features a series of concentric, light gray circles that create a sense of depth and focus on the king piece.

Executive Office Administration and Secretarial Practice

Ref: 3255823_352916 **Date:** 12 – 30 April 2027 **Location:** Baku (Azerbaijan) **Fees:** 13000 GBP

Executive office administration and secretarial practice is the work of running a senior leader's office: controlling the principal's diary and correspondence, preparing board and committee papers, guarding confidential material and coordinating the people who depend on that office. This 14-day course is for experienced secretaries and executive assistants who serve directors and chief officers, and its final deliverable is an operating handbook for a leadership suite with a personal action plan.

Introduction

Three methods anchor the course. Information lifecycle management treats every paper and file as moving from capture through use and retention to disposal, so that a leader's suite can find, protect and release material correctly. Root cause analysis traces a recurring problem back to its source before a remedy is chosen. Emotional intelligence describes how self-awareness and empathy shape conduct under pressure. The level is advanced practitioner, and the fourteen days allow full rehearsal of board cycles, confidentiality cases and decision support, taught through suite simulations, case studies and coordination scenarios.

Course Objectives

- Distinguish gatekeeping from facilitation and select how much access to a principal each request deserves
- Compare agenda, board pack and minutes formats and apply each one to a full committee cycle
- Apply information lifecycle management and sensitivity classification to the material a senior leader handles
- Interpret a recurring operational problem with root cause analysis and justify the remedy proposed to the principal
- Apply emotional intelligence and resilience methods when handling difficult visitors, crises and competing demands
- Define a development path towards leading a support team and select the capabilities to build first

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

Target Audience

- Experienced assistants to directors and chief officers, who must decide which requests reach the principal and which are handled elsewhere
- Executive assistants running board and committee cycles, who must judge what each pack contains and when it is released
- Senior administrators coordinating a leadership suite, who must select the routines, registers and controls the suite runs on
- Personal assistants handling sensitive material, who must determine its classification, who may see it and how long it is kept
- Suite coordinators preparing to lead a support team, who must choose how to delegate work and develop junior staff

Course Outline

Day 1: The Leadership Suite and the Principal's Needs

- Gatekeeper vs Facilitator: Two Ways of Managing Access to a Senior Leader
- Evolution of the Profession: How Support for Senior Leaders Has Shifted
- Strategic Value of Support Professionals: Contribution to Leadership Effectiveness and Reputation
- Duty Profile for Senior Assistants: Responsibilities, Authority Limits and Reporting Lines
- Executive Presence and Ethics: Professional Image, Integrity and Standards of Conduct

Day 2: Administering the Leadership Suite

- Centralised vs Distributed Administration: One Suite Desk Compared with Shared Team Support
- Administration Principles for Senior Suites: Standards, Delegation Limits and Service Levels
- Workflow Control: Routing Approvals, Signatures and Requests Through the Suite
- Suite Systems Design: Registers, Trackers and Checklists That Run Daily Operations
- Document Control and Quality Standards: Version Rules and Pre-Release Checks

Day 3: Spoken Exchanges with Senior Stakeholders

- Internal vs External Stakeholders: Board Members, Staff, Clients and Officials Compared
- Verbal Briefings: Delivering Concise Updates to a Principal Between Engagements
- Listening and Questioning: Probing Techniques for Clarifying Senior Instructions
- Barriers and Remedies: Hierarchy, Pressure and Ambiguity in Senior Conversations
- Cross-Cultural Protocol: Courtesy, Titles and Formality with International Delegations

Day 4: Correspondence Written for a Principal

- Drafting for Signature vs Writing in One's Own Name: Voice and Authority
- Executive Email Writing: Subject Lines, Summaries and Action Requests for Busy Readers
- Briefing Notes and Memos: One-Page Structures for Decisions and Updates
- Formal Letters for Senior Leaders: Protocol, Forms of Address and Sign-off
- Pre-Engagement Correspondence: Invitations, Confirmations and Briefing Requests Before Events



Day 5: Digital Productivity for the Leadership Suite

- Delegate Access vs Shared Mailbox: Two Outlook Models for Handling a Principal's Mail
- Outlook Advanced Features: Rules, Quick Steps, Categories and Calendar Permissions
- Word Productivity Tools: Styles, Tracked Changes and Document Comparison
- Excel for Suite Administration: Trackers, Lookups and Summary Tables for Reporting
- PowerPoint and Cloud Collaboration: Preparing Leader Slides and Co-Editing Files

Day 6: Digital Platforms and AI Assistants

- Google Workspace vs Microsoft Teams: Collaboration Spaces for Suite and Board Work
- Online Scheduling Platforms: Coordinating Availability Across Several Senior Diaries
- Task Management Systems: Assigning, Following Up and Closing Suite Actions
- Virtual Collaboration Tools: Running Hybrid Sessions and Remote Board Participation
- AI Tools for Senior Assistants: Drafting, Summarising and Verifying with Human Review

Day 7: Planning a Principal's Diary and Priorities

- Proactive vs Reactive Diary Control: Planning Ahead Compared with Responding to Requests
- Personal Productivity Frameworks: Batching, Focus Blocks and Weekly Planning Routines
- Prioritisation Models: Ranking Competing Demands by Value, Deadline and Consequence
- Managing Multiple Principals: Agreements on Priority, Access and Turnaround
- Calendar Optimisation and Time Wasters: Travel Buffers, Preparation Slots and Interruption Limits

Day 8: Board, Committee and Event Coordination

- Agenda vs Board Pack: Running Order Compared with Full Decision Papers
- Planning Senior Gatherings: Venue, Attendees, Quorum and Logistics Checklists
- Agenda and Paper Preparation: Collecting, Formatting and Releasing Documents on Schedule
- Minute-Taking Techniques: Recording Decisions, Actions, Owners and Dissent Accurately
- Conferences, Events and Action Tracking: Running Larger Events and Following Up Commitments

Day 9: Data and Document Governance

- Paper vs Digital Archives: Comparing Retention, Retrieval Speed and Disposal Methods
- Information Lifecycle Management: Stages from Capture to Archive or Destruction
- Digital Filing Systems: Taxonomy, Metadata and Access Rights for Leadership Files
- Data Accuracy and Quality Control: Validation Checks for Reports and Registers
- Knowledge Management Principles: Capturing Know-How So the Suite Runs During Absences

Day 10: Confidentiality, Compliance and Security

- Confidential vs Restricted vs Public: Classifying Material by Sensitivity and Audience
- Handling Sensitive Leadership Material: Storage, Transmission and Clean-Desk Rules
- Privacy Laws and Compliance: General Principles for Personal Data in Senior Suites
- Cybersecurity Awareness: Phishing, Impersonation of Leaders and Device Protection
- Risk Prevention and Mitigation: Breach Scenarios and the First Steps to Take

Day 11: Problem Solving and Decision Support

- Critical Thinking vs Intuitive Judgement: When Each Serves Administrative Decisions
- Root Cause Analysis: Tracing Recurring Suite Problems to Their Source
- Administrative Decision-Making: Weighing Options, Criteria and Escalation Thresholds
- Managing Operational Challenges: Clashes, Delays and Missing Inputs Handled Calmly
- Supporting a Principal's Decisions: Preparing Options Papers and Background Summaries

Day 12: Resilience, Composure and Crisis Conduct

- Planned Change vs Sudden Crisis: Different Demands on Senior Support Staff
- Managing Change Effectively: Adjusting Routines When Leadership Priorities Shift
- Resilience Under Pressure: Recovery Habits and Workload Boundaries in Demanding Suites
- Emotional Intelligence in Administration: Self-Awareness, Empathy and Self-Control in Practice
- Difficult Situations and Crisis Professionalism: Upset Visitors, Complaints and Emergencies

Day 13: Growth Towards Leading a Support Team

- Specialist vs Supervisory Path: Deepening Expertise Compared with Leading Support Teams
- Career Pathways for Administrative Professionals: Senior Assistant, Chief of Staff and Suite Manager
- Professional Development Strategy: Setting Goals and Choosing Learning Routes
- Personal Branding and Networking: Reputation, Peer Networks and Relationship Building
- Leadership Behaviours for Future Advancement: Delegating, Coaching and Developing Junior Staff

Day 14: Integrated Leadership Suite Simulation Practice

- Rehearsed Scenario vs Live Day: Learning from Simulated Suite Pressure
- Practical Case Studies: Applying Diary, Board and Confidentiality Methods Together
- Leadership Suite Simulation: Running a Principal's Full Day Under Realistic Pressure
- Coordination Scenarios and Final Competency Review: Applying Earlier Methods to Live Requests
- Operating Handbook and Personal Action Plan: Completing the Final Deliverable

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Skills You Will Gain

- Principal Gatekeeping
- Board Pack Preparation
- Minute-Taking
- Sensitivity Classification
- Root Cause Analysis
- Multi-Principal Diary Control
- Options Paper Drafting
- Support Team Leadership

Why Attend This Course

- From reacting to every request for the principal's attention to filtering access by agreed rules
- From assembling board papers at the last minute to running the full cycle from agenda to minutes and actions
- From handling sensitive material by instinct to classifying, storing and releasing it by set rules
- From working without a written method to an operating handbook and personal action plan for the leadership suite

Conclusion

Running a senior leader's suite means protecting the principal's attention, the organisation's confidential material and the governance cycle that decisions pass through. The course makes three distinctions clear: gatekeeping against facilitation, agenda against board pack, and confidential against restricted material. Over fourteen days it suits experienced assistants to directors and chief officers who already handle routine correspondence and diaries and now need a full grounding in leadership-suite administration and in the move towards leading others.

Course FAQs

What is executive office administration and secretarial practice?

It is the work of running a senior leader's suite: controlling access and the diary, drafting correspondence for signature, preparing board and committee papers, protecting confidential material and coordinating the staff who depend on that suite.

What is the difference between an agenda and a board pack in executive office administration?

An agenda is the running order of business with timings and owners. A board pack is the full set of papers behind each item, including reports, options and recommendations, released in advance so members can prepare their decisions.

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Which methods does the executive office administration course follow?

The course follows information lifecycle management for material, root cause analysis for recurring problems and emotional intelligence for conduct under pressure, applied through suite simulations and board cycle exercises.

Is the executive office administration course right for a personal assistant to a chief executive?

Yes. Assistants to chief executives practise gatekeeping, board cycles, sensitivity classification and decision support, which match the demands of serving the most senior leader in an organisation.

What do delegates produce in the executive office administration course?

Delegates produce an operating handbook for a leadership suite, covering access rules, diary standards, board cycle steps and classification rules, together with a personal action plan for their own development.

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