BLACKBIRD FOR TRAINING

Developing Skills for Senior Executive Office Managers

11 – 15 April 2027
Amman (Jordan)



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Introduction

In today's fast-paced corporate world, Senior Executive Office Managers hold a critical position in ensuring seamless executive operations, strategic support, and leadership within the organization. This advanced training course is meticulously designed to elevate the skills of experienced office managers by focusing on strategic thinking, leadership, high-level communication, and advanced administrative practices.

Participants will explore how to manage executive offices with excellence, using a blend of theory, real-world applications, and tools to thrive in high-pressure, executive-level environments. Whether managing calendars, leading internal teams, or maintaining high standards of confidentiality, this course helps professionals perform with resilience, innovation, and efficiency.

Course Objectives

By the end of this course, participants will be able to:

- Strengthen strategic thinking and executive decision-making capabilities.
- Master advanced communication and business writing for top-level interactions.
- Operate confidently under pressure, managing time, stress, and conflict effectively.
- Lead and mentor office teams while reinforcing team morale and performance.
- Utilize digital tools, automation, and modern technologies to enhance productivity.
- Ensure confidentiality, uphold ethical standards, and navigate executive-level challenges.

Course Outlines

Day 1: Strategic Role of the Senior Executive Office Manager

- Redefining the evolving role of the senior office manager.
- Aligning tasks with executive and organizational strategy.
- Collaborating with C-level leadership and understanding priorities.
- Navigating confidentiality, ethics, and decision-making dilemmas.
- Cultivating a proactive, results-driven office culture.



Day 2: Advanced Communication and Interpersonal Skills

- Mastering high-level verbal and written business communication.
- Writing professional emails, reports, and executive summaries.
- Applying emotional intelligence and active listening.
- Managing internal and external stakeholder relationships.
- Practicing diplomacy, cultural sensitivity, and conflict prevention.

Day 3: Leadership, Delegation, and Team Support

- Evolving from a task manager to a team leader.
- Exploring leadership styles through self-assessment.
- Delegating responsibilities and tracking performance metrics.
- Mentoring junior administrative staff and supporting team growth.
- Leading meetings and executive briefings with authority.

Day 4: Time, Stress, and Conflict Management

- Prioritizing work and making effective executive decisions under pressure.
- Time-blocking, smart scheduling, and managing competing deadlines.
- Applying techniques for stress management and professional composure.
- Resolving conflict through negotiation and assertiveness.
- Promoting mental wellness and sustaining work-life balance.

Day 5: Executive Support, Technology, and Innovation

- Managing complex executive calendars and international travel logistics.
- Advanced use of MS Office, digital collaboration, and cloud tools.
- Leveraging automation to streamline repetitive tasks.
- Understanding data privacy, cybersecurity, and digital etiquette.
- Building a continuous improvement and personal growth plan.

Why Attend this Course: Wins & Losses

- Sharpen your strategic planning, executive thinking, and decision-making skills.
- Elevate your role with polished business communication and executive presence.
- Gain hands-on techniques for managing high-pressure office environments.
- Build confidence in leadership, delegation, and team development.
- Discover how to leverage technology and innovation to enhance your productivity.
- Enhance your impact as a trusted advisor to senior executives.



Conclusion

This advanced course equips Senior Executive Office Managers with the leadership, communication, and digital skills needed to excel in demanding executive settings. By mastering strategic support techniques, fostering team excellence, and optimizing operations through technology, participants will emerge as indispensable assets to their leadership teams.

If you're ready to take your office management career to the next level, this is the course that will get you there.

