

# The Professional Executive Assistant



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## Enhance your performance and add value to your contribution with basic management skills

Although Managers are becoming more and more autonomous with the current technology, the role of the Executive Assistant is also changing and getting more demanding. The support that you provide as an Executive Assistant is vital for both your manager and the organization to achieve corporate goals.

- How often are you asked to take decisions in your boss absence?
- How are you setting your priorities?

This becomes even more critical when you are reporting to several bosses

- Do you have the strategic insight to take the right decision and innovate in your processes?
- Do you have enough confidence to handle stressful and delicate situations?

To manage your career, you are expected to be a confident decision-maker, a creative thinker, an effective organizer and a good communicator. Do you have enough assertiveness to say no when projects are piling up on your desk? This programme will equip you with key skills and tools to become the manager of tomorrow.

## Who should attend?

If you are an experienced administrative professional, i.e. an Executive Assistant, Executive Secretary, or Administrative Assistant, who manages a range of responsibilities, projects and tasks in support of senior executives, this programme is for you. You will learn how to manage and prioritize your tasks to be more effective and develop your management skills to take the right decisions, that will be delegated to you.

**“Always be nice to secretaries. They are the real gatekeepers in the world.”**

*Anthony J. D'Angelo*





# How you will benefit

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During and following this programme, you will learn to:

- Understand the changing business environment in which you operate and the impact it has on your role and the role of your manager
- Enhance your interpersonal skills
- Become a more confident decision-maker
- Become more effective in a top management team setting
- Learn to set personal objectives and develop a plan for your own career and knowledge development
- Be able to apply creative thinking to difficult situations, and act more assertively when appropriate
- Network and learn with a diverse group of other Administrative Professionals from different industries and countries
- Develop a personalized action plan that you will take back with you to your job
- Learn and practice these new skills using case studies, real examples and role plays over 4 interactive and challenging days

## Why is this programme different?

### TOP PROGRAMME

Almost 400,000 participants have taken part in an MCE Open Enrolment programme.

### PRACTICAL

Pragmatic approach to learning - learn today, apply tomorrow.

### FACILITATORS

MCE's Facilitators are experts in their field with extensive business experience.

### INTERNATIONAL

Global best practice and networking with peers from across EMEA.

### RECOGNISED

MCE is a top ranked learning provider with a unique offering in Leadership Skills and Business Acumen.

### RECOMMENDED

95% of our clients would come back for another programme and recommend MCE.

**“The quality of the workshop is excellent - in terms of content of course, but also thanks to the Associate who is very talented. She brought us so much energy in delivering the training, a very big thanks to her. Content of the workshop was excellent, no doubt other trainings would be as professional as this one. Will check your website!”**

*Amelie Lavarini, JT International S.A., Switzerland*

# What will you learn and practise?

## Day 1

The Changing Business Environment

Understanding Motivation

Time Management

## Day 2

Working more Effectively in a Top Management Team Setting

Decision Making

- Diagnosing and analysing issues
- Concentrating and making decisions effectively
- Getting decisions implemented

Creative Thinking

## Day 3

Understanding Management and Leadership Styles

- Understand yourself, your boss and others
- Tips for cross-cultural and remote working

Effective Communication

- Skills and strategies for handling important relationships
- How to improve performance
- How to improve self-confidence

Conflict Management

## Day 4


Assertiveness

- Negotiating, persuading, influencing techniques
- Giving feedback

Projecting Yourself and Effective Presentation Skills

Working on Continued Personal Growth

## Booking details

 <b>Duration</b>	<b>4 Days</b>
 <b>Type</b>	<b>Classroom</b>
 <b>Price</b>	<b>€2950</b>



**ALSO AVAILABLE AS AN  
IN-COMPANY PROGRAMME**

 **Register Now**

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