

Diploma in Executive Office Management

Session 1 – Relationship Building

- Executive Office Management
- Your Personal Brand
- Building Credibility
- Having Influence
- Building and Maintaining Internal and External Networks

Session 2 – Personal Productivity

- Stress Management
- Building Resilience
- Productivity and Time Management
- Goal Setting
- Building Routines and Habits
- Prioritisation Tools

Session 3 – Business Writing and Presentations

- Writing Clearly
- Readability
- Audience Considerations
- Proofing
- Communication Skills
- Body Language and Non-Verbal's
- Overcoming Nerves
- Audience Profile

Session 4 – Diaries, Meetings and Minutes

- Diary Management
- Effective Meetings
- Managing Productive Meetings
- Minute Taking

- Minute Styles
- Preparing Minutes

Session 5 – Conferences, Events and Projects

- Event Planning Essentials
- Budgeting
- Venue Selection
- Partners & Sponsors
- Advertising and Marketing
- Business Etiquette
- Speakers and MC's
- Contract Management
- On the Day
- Closing the Event
- Project Management
- Risk Tolerance and Reducing Risk
- Planning Tools

Session 6 – Personal Excellence

- Emotional Intelligence
- Personal Vision
- Positive Psychology
- Strengths and Talents



Advanced Diploma in Executive Office Management

Session 1 – Building & Strengthening the EA/Executive Partnership

- The EA Model
- Building Trust and Developing the Partnership
- Branding and Having Influence
- Stakeholder Management
- Dealing with Challenging People

Session 2 – Natural Leaders

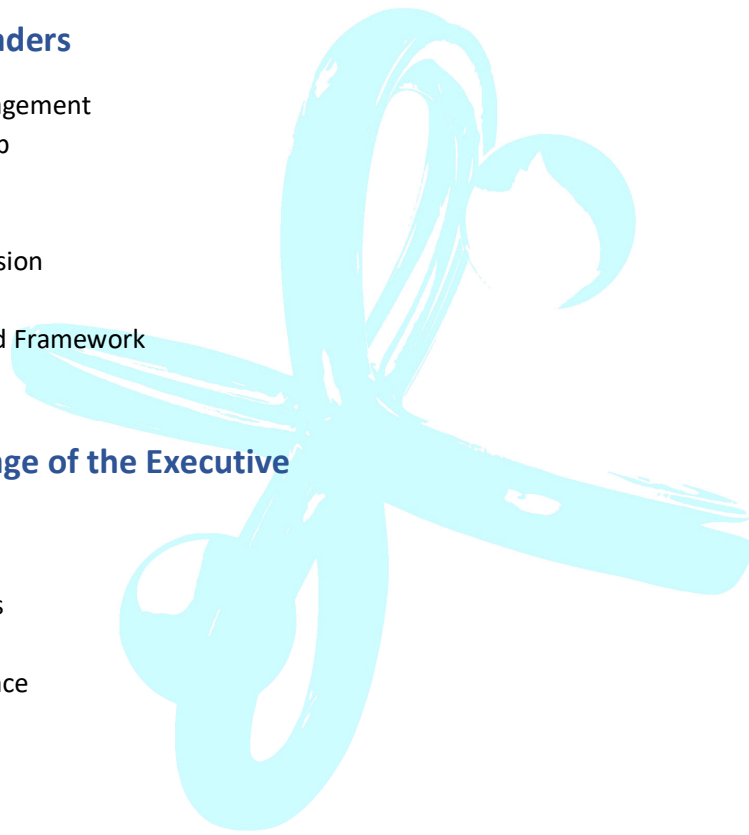
- Leadership and Management
- Situational Leadership
- Delegation
- Power and Authority
- Influence and Persuasion
- Feedback
- Mentoring Model and Framework

Session 3 – The Language of the Executive

- Strategic Planning
- Organisational Vision
- Organisational Values
- Mission Statements
- Accounting and Finance
- Running a Budget
- Cost Benefit Analysis

Session 4 – Governance, Risk and Compliance

- Governance and Compliance
- Boards, Definitions and Roles
- Legalities
- Risk Management
- Resource Control
- Ethics and Morals
- Decision Making Tools
- Ethical Dilemmas in the Workplace



Session 5 – Future Focused

- Change Management
- Dealing with Resistance
- Adapting to Change
- Managing Stress
- Continuous Improvement
- Lean Methodology

Session 6 – Personal Excellence

- Building Emotional Intelligence
- Social Intelligence
- Personal Vision
- Positive Psychology
- Strengths and Talents

