



# The Professional Executive Assistant

*Executive Assistants*

# The Professional Executive Assistant

Get the key business skills you need to support management and take your career to the next level.

## Highlights

- Learn how to manage your time, set priorities and make decisions in a changing and challenging business world.
- Use role plays and group work to practice the key skills you need and get direct and honest feedback.

## Key Competences

- Time management
- Decision-making
- Creative thinking
- Management styles
- Communication skills
- Assertiveness skills

## The Right Programme for You

You are an experienced administrative professional or executive assistant. You manage a wide range of tasks and projects. You want to boost your career and get the key skills and knowledge you need for your role.

Executive Assistants



## Learn, Practice and Use

- **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 in your executive assistant role
- **Learn** how to become more effective in a top management team setting
- **Set** personal objectives and develop a plan for your own career and development
- **Be able** to apply creative thinking in difficult situations, and act more assertively when appropriate
- **Develop** the confidence to handle stressful and delicate situations
- **Learn** how to set priorities and manage your time
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

## Practical Information

### Face-to-Face



**4 days**  
€2,995

### Live Online



**6 x 3-hour sessions**  
€2,495

### Available In-Company

The programme is available as an In-Company solution for your teams. More information at [mce.eu/inco](https://mce.eu/inco)

[mce.eu/assistant](https://mce.eu/assistant) for dates, locations and full programme outline

# Programme Modules

1

## Motivation and Time Management

- The changing business environment
- Understanding motivation
- Time management

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

3

## Understanding Management and Leadership Styles

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

4

## Effective Communication

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

5

## Conflict Management

6

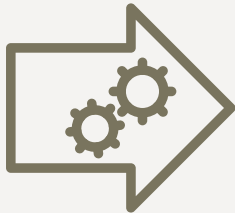
## Assertiveness

- Negotiating, persuading, influencing techniques
- Giving feedback



# Learn

the key business skills and knowledge you need for your management role today and tomorrow



# Practice

the skills you learn and get feedback, recommendations and coaching



# Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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Visit [mce.eu](http://mce.eu)

