

ADVANCED CERTIFICATE FOR THE EXECUTIVE ASSISTANT: ACEA™

COURSE OUTLINE

Introduction

- Personal introductions
- Course background
- The “Journey”

Fundamentals of Modern Corporate Behaviour

- Exploring the characteristics of today's global business environment
- Understanding the role of the Executive Assistant in a modern world
- The role of the modern Executive Assistant

Strategy

- Strategy understanding
- Corporate vision and mission
- Delivering the strategy
- Goals vs objectives
- Principles of planning
- Project alignment with strategy and organisational goals

Balanced Scorecards

- Understanding and measuring corporate performance
- Drilling down to the Executive Assistant role
- Measuring success

Business Ethics

- Corporate social responsibility
- Business ethics

Time Management

- Prioritising
- Tactics
- Delegation
- Managing effective meetings

Financial Awareness

- Financial accounting vs management accounting
- Understanding the 4 key financial statements
- Principles of budgeting

People Management & Leadership

- Understanding leadership
- Identify your leadership profile and explore how you can use this knowledge to create your own future
- Assess your leadership competencies and learn how you can develop your strengths
- Identify those additional skills and tools that can make you a better leader

Motivation

- Motivation theory
- Motivation through rewards

Fundamentals of Project Management

- What is a project
- Project methodologies
- Work breakdown structures
- Project estimating
- Implementing effective project governance
- Controlling the project, including status meetings and issues management

Effective Communication & Conflict Management

- Develop your ability to influence and communicate with others
- Understanding communication
- Diversity, assumptions and stereotypes
- Listening skills
- Verbal and non-verbal communication

Other Essential Management Skills

- Stakeholder management
- Risk management

Problem Solving & Multi-tasking

- Differentiate and define various types of problems
- Root cause analysis
- Evaluate solutions and apply creative thinking techniques to problem solving

Presentation Skills

- Understanding fear
- Planning presentations
- Overcoming nervousness
- Presentation preparation

Emotional Intelligence (EI)

- Emotional quotient (EQ) vs intelligence (IQ)
- Emotional intelligence framework
- Using emotional intelligence
- Personality and behaviours (DISC)
- Know your inter-personal style and how your behaviour impacts others

ACEA™ Examination *

* Only those who successfully complete the examination and participate effectively in the course case studies will receive the Advanced Certificate for the Executive Assistant: ACEA™