



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Office Administration and Executive Support

3 day course

Classroom, online or in-house

Course overview

An executive assistant controls access to the most expensive diary in the organisation and is trusted with information most staff never see, which makes the role a judgement job rather than an administrative one. This course treats it that way. Delegates work through diary and priority management including the requests that should be declined on the principal's behalf, correspondence and communication written in somebody else's voice, and travel, logistics and the contingency planning that keeps a trip working. Document, filing and records practice is covered. Confidentiality, discretion and the handling of sensitive information follow. Meeting and event coordination is addressed. The course closes on managing upward, on working with difficult requests, and on the professional development the role rarely receives.

What you will learn

- Manage a diary by priority, including declining on the principal's behalf
- Write correspondence in another person's voice appropriately
- Arrange travel and logistics with realistic contingency
- Maintain document, filing and records practice
- Handle confidential and sensitive information with discretion
- Coordinate meetings and events end to end
- Manage upward and handle difficult requests professionally

Who should attend

- Executive and personal assistants
- Office managers and administrators
- Secretaries and receptionists
- Administrative staff supporting senior teams
- Anyone moving into an executive support role

Course outline

- 01 A judgement job, not an administrative one
- 02 Diary and priority management
- 03 Declining and protecting time
- 04 Correspondence in another voice
- 05 Travel, logistics and contingency
- 06 Documents, filing and records
- 07 Confidentiality and discretion
- 08 Meetings, events and managing upward

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 November 2026	Port Louis, Mauritius	Classroom	USD 995
9 to 11 December 2026	Online	Online	R6,500
13 to 15 January 2027	Gaborone, Botswana	Classroom	R14,950



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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