



Overview

The role of the Executive Personal Assistant is growing exponentially. From humble beginnings, the Executive Personal Assistant is now required to perform demanding roles on behalf of their boss such as preparing executive reports, making presentations, attending and making contributions during executive board meetings.

Executive Personal Assistants now have a highly visible and demanding role in blue chip corporations and government organisations.

This demanding role makes it imperative that the Executive Personal Assistant has sufficient knowledge and understanding of the key fundamentals of Strategic Thinking, Project Management, Corporate Finance and Reporting, Leadership, HR, Procurement and Information Technology.

Being a well trained Executive Assistant / Executive Personal Assistant / Secretary is therefore a source of security, prosperity and power!

On completion of this five day training course you will receive your certificate which has been fully accredited by Qualifi, a UK regulated awarding body offering academic and vocational qualifications and assessments to schools, employers and other places of learning in the UK and internationally.

In addition to Qualifi, ACEPA™ is independently accredited by the CPD Standards Office, who award independent accreditation to training and learning activities across all professions and sectors.

Learning objectives

- Understand the key fundamentals of corporate behaviour
- Understand the linkages between strategy, projects and operations
- Put in place effective project governance processes
- Understand the art of effective communication
- Organise and run effective meetings
- Enhance your presentation skills
- Appreciate the importance and benefits of people management and leadership
- Understand the four key financial statements
- Appreciate the qualities of being an effective personal assistant
- Learn how to manage conflict
- Undertake basic problem solving activities
- Master the art of multi tasking
- Act within agreed protocols & with diplomacy

Who should attend?

- Executive Personal Assistants
- Executive Secretaries
- Office Managers
- Office Administrators

Training Methodology

The course is based on a balanced combination of classroom teaching and syndicate exercises supported by case studies and exercises within the industrial environment. This course is designed in with leading industry knowledge and practical case studies discussion and analysis to provide an interactive learning environment.

The ACEPA™ course covers the following topics:

Aligning Operations to Strategy

- Corporate vision and mission
- How operations delivers the strategy
- Cascading objectives

Fundamentals of Modern Corporate Behaviour

- Exploring the characteristics of today's global business environment
- Understanding the role of the Executive Assistant in a global economy
- Why is the Executive Assistant more relevant than ever before?
- Debating the importance and relevance of the Executive Assistant's role in today's business environment

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Exploring Linkages Between Strategy, Projects and Operations

- Strategy clarification
- Identifying structures, governance, systems and people capabilities
- Project alignment with strategy and organizational goals

Fundamentals of Project Management

- What is a project?
- Work breakdown structure
- Planning tools, project risks
- Ways to compress a project's schedule and budget

Project Governance

- Implementing effective project governance
- Controlling the project, including status meetings and issues management
- Managing effective meetings

Financial Statements

- Understanding the 4 key financial Statements

People Management & 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

Emotional Intelligence

- Know your inter-personal style and how your behaviour impacts others
- DISC personality profiling

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
- Managing quality

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Balanced Scorecards

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

Presentation & Report Writing Skills

- Oral versus written presentations
- Planning presentations
- Overcoming nervousness
- Report writing
- Presentation preparation
- The speaking voice

Problem Solving & Multitasking

- Differentiate and define various types of problems
- Root cause analysis
- Evaluate solutions and apply creative thinking techniques to problem solving
- Determine the decision objective
- Develop selection criteria & evaluate alternatives

Business Etiquette, Protocol & Diplomacy

- Cultural awareness
- Understanding cross-cultural differences and awareness

Using technology in the 21st century

- Telephone courtesies
- Mobile phone etiquette
- Email protocols

Personality Profiling Test

ACEPA™ Examination*

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

About the Trainers



Richard Arnott

Richard is an accomplished Programme Director and Big 4 Management Consultant with over 25 years global project and programme management experience within the Financial Services, Utilities, Logistics and Infrastructure sectors.

Richard specialises in project management, business transformation and change management and is co-Author and founder of many of the Business Management Training Group's accredited courses.

Richard is a member of the Project Management Institute and has held senior positions in Asia and Europe and for PricewaterhouseCoopers in the UK as well as leading FTSE 250 companies. Richard is currently a Director of several companies based in the UK and in Asia.

He is a founding Director of the Business Management Training Group Ltd and a member of the Business Management Training Council.

Investment Fee

Course Title	Number of Days	Standard Price	Venue
Advanced Certificate for the Executive Personal Assistant (ACEPA™)	5 Days	US\$ 2, 999 AED 11,010	Kempinski Hotel
Advanced Certificate for the Executive Personal Assistant (ACEPA™)	5 Days	SG\$ 4,499	Royal Plaza on Scotts

DELEGATE DETAILS

1st Delegate Name	Mr	Mrs	Ms	Dr	Others
<hr/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct Line	Email				
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Job Title	Department				
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Head of Department	<hr/>				

2nd Delegate Name	Mr	Mrs	Ms	Dr	Others
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Head of Department	<hr/>				

3rd Delegate Name	Mr	Mrs	Ms	Dr	Others
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Direct Line	Email				
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Head of Department	<hr/>				

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- Minimum number of participants has to be reached prior to confirmation of event
- Please note that trainers and topics were confirmed at time of publishing, however, CTS may necessitate substitution, alterations or cancellations. CTS reserves the right to change or cancel any part of its published programmed due to unforeseen circumstances.
- Registrations should be made 4-8 weeks prior to event date
- Full payment for the course should be made 3-4 weeks prior to event date
- Cancellation 3 weeks prior to event date or no shows are liable to pay the full course with no refund, however you may substitute delegates at any time
- Participants are required to attend at least 80% of the course program prior receipt of Certificate.
- Receipt of this email to participate and/or register in any of the learning activities organized by CTS should not in any way be taken as a promise for employment or contract of employment of any kind.
- Force Majeure: Should for any reason outside the control of CTS, the trainer changes his dates or event cancels due to the act of terrorism, extreme weather conditions, industrial action or epidemic, CTS shall reserve the rights to replace the trainer or reschedule the event but the client hereby indemnifies and holds CTS harmless from and against any and all costs, damages and expenses, which are incurred by the client.

For Payments:

Singapore Dollar Account Details

Beneficiary Name: Customized Training Solutions Pte. Ltd

Beneficiary Bank Account No: 003-940925-7

Bank Name: DBS

Bank Address: DBS Bank Ltd.

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Branch Code: 003

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