



Advanced Leadership and Strategic Thinking for Senior Staff Training Course

Ref: #EA4421



Course Introduction / Overview:

This intensive training course is designed to elevate the capabilities of senior administrative professionals, transforming them from high-performing support staff into indispensable strategic partners. In today's dynamic business environment, the role of senior administration has evolved beyond traditional tasks, demanding a sophisticated blend of leadership, strategic foresight, and executive-level influence. This program directly addresses this evolution by equipping participants with the core competencies needed to drive organizational effectiveness and contribute to long-term strategic goals. Drawing on principles articulated by management visionaries like Peter Drucker in his seminal work, "The Effective Executive," the course emphasizes the transition from tactical execution to strategic contribution. Participants will explore advanced decision-making models, master change management, and enhance their ability to communicate with impact at the highest levels. BIG BEN Training Center has meticulously crafted this curriculum to provide a practical and immersive learning experience, ensuring that every administrative leader can navigate complexity, anticipate future needs, and add measurable value to their organization's success.

Target Audience / This training course is suitable for:



- Senior Administrative Officers.
- Executive Assistants and Personal Assistants to senior management.
- Office Managers and Administration Managers.
- Heads of Administration Departments.
- Senior Support Staff and Team Leaders.
- Business Support Managers.
- Individuals being developed for senior administrative leadership roles.

Target Sectors and Industries:

- Banking and Financial Services.
- Oil and Gas and Energy Sector.
- Healthcare and Pharmaceuticals.
- Telecommunications and Information Technology.
- Government, Public Sector, and Non-Profit Organizations.
- Real Estate and Construction.
- Retail and Fast-Moving Consumer Goods (FMCG).
- Hospitality and Aviation.

Target Organizations Departments:

- Executive Support and C-Suite Offices.
- General Administration.
- Operations Management.
- Human Resources and Personnel.
- Corporate Governance and Compliance.
- Project Management Offices (PMO).
- Finance and Accounting Support Teams.
- Corporate Communications.



Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic mindset to align administrative functions with organizational goals.
- Master advanced communication and influencing techniques for executive-level interaction.
- Lead and manage administrative teams with greater confidence and effectiveness.
- Implement robust change management strategies within their sphere of influence.
- Enhance their problem-solving and critical thinking skills for complex challenges.
- Utilize data and financial information to support strategic decision-making.
- Build a powerful professional brand and demonstrate executive presence.
- Proactively manage projects and drive operational excellence in administrative processes.
- Coach and mentor junior staff to build a high-performing administrative function.

Course Methodology:



The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional context. We move beyond traditional lecture-based formats to create a dynamic learning environment that fosters deep understanding and practical skill acquisition. The course heavily utilizes case studies drawn from real-world business scenarios, allowing participants to analyze complex administrative and leadership challenges in a controlled setting. Group discussions and collaborative workshops encourage peer-to-peer learning and the exchange of diverse perspectives. Role-playing exercises will be used to practice crucial skills such as negotiation, conflict resolution, and executive briefing. Participants will receive constructive feedback from both the instructor and their peers to refine their approach. Each module includes practical tools and templates that can be immediately implemented in the workplace. The program culminates in the development of a personal action plan, ensuring that the learning is translated into tangible improvements in performance and strategic contribution long after the course concludes.

Course Agenda (Course Units):

Unit One: The Strategic Senior Administrator

- The evolution of the senior administrative role.
- Shifting from a tactical to a strategic mindset.
- Understanding your organization's vision, mission, and strategy.
- Aligning administrative goals with corporate objectives.
- SWOT analysis for your role and department.
- Key principles of strategic thinking and planning.
- Becoming a trusted advisor and strategic partner to leadership.



Unit Two: Advanced Communication and Executive Influence

- Developing executive presence and professional credibility.
- Mastering the art of upward management and communication.
- Advanced negotiation and persuasion techniques.
- Managing difficult conversations and resolving conflicts.
- Presenting information with impact to senior stakeholders.
- Effective meeting management and facilitation skills.
- Navigating organizational politics with integrity.

Unit three: Leading Change and Driving Operational Excellence

- Fundamentals of change management for administrative leaders.
- Identifying opportunities for process improvement and innovation.
- Leading administrative projects from concept to completion.
- Managing resistance and building buy-in for new initiatives.
- Utilizing technology to enhance administrative efficiency.
- Principles of effective delegation and empowerment.
- Measuring and reporting on administrative performance and value.

Unit Four: Financial and Business Acumen for Administrative Leaders

- Understanding key financial statements and terminology.
- Budget management, forecasting, and cost control for departments.
- Building a business case for resources and new initiatives.
- Using data and analytics to inform administrative decisions.
- Risk assessment and mitigation in administrative functions.
- Understanding the commercial drivers of the business.
- Communicating financial information to non-financial stakeholders.

Unit Five: Personal Leadership and Future-Proofing Your Career



- Developing emotional intelligence for effective leadership.
- Time management, prioritization, and energy management at an executive level.
- Building and leading high-performing administrative teams.
- Coaching, mentoring, and developing junior staff.
- Building a strategic professional network.
- Creating a personal development and career progression plan.
- Final action planning and course review.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a senior administrative professional transition from being a tactical support function to a strategic partner in organizational leadership, and what are the primary barriers to this evolution?

What unique qualities does this course offer compared to other courses?



This training course distinguishes itself by focusing explicitly on the strategic evolution of the senior administrative role, a critical niche often overlooked by generic leadership programs. While other courses may teach leadership skills in isolation, this program integrates them directly into the unique context and challenges faced by senior administrative staff. The curriculum is built on the premise that modern administrative leaders are not just gatekeepers of information but catalysts for organizational efficiency and strategic execution. We move beyond teaching simple task management to cultivating a deep-seated strategic mindset, enabling participants to anticipate the needs of their executives and the organization at large. The course emphasizes practical application through bespoke case studies and role-playing scenarios that mirror the complex realities of managing upwards, influencing without direct authority, and driving change from a central administrative position. The focus on developing business and financial acumen further empowers participants to contribute to high-level discussions and decisions, solidifying their position as indispensable strategic partners rather than simply support personnel.