

Business Management Training Group Ltd

Management Training for the 21st Century



Foundation Certificate for the Executive Personal Assistant (FCEPA™)

Course Overview

The role of the Executive Assistant is growing exponentially. From humble beginning the Executive Assistant is normally university qualified and required to perform demanding roles on behalf of their boss such as preparing executive reports, make presentations, attending and even making contributions during executive board meetings.

Executive 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 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 well trained Executive Assistant is therefore a source of security, prosperity and power!

The Foundation Certificate for the Executive Assistant starts to build this knowledge by introducing the key business skills required to be an effective PA.

On completion of this three day training course you will receive your certificate which has been fully accredited by Qualifi, an official UK Government recognised awarding body



BENEFITS, KNOWLEDGE, SKILLS GAINED BY ATTENDING THIS FCEPA™ COURSE :-

- Gain an accredited Certificate approved by a UK regulated body – the Foundation Certificate for the Executive Personal Assistant (FCEPA™)
- Use FCEPA™ on your business card and on your resume
- The FCEPA™ shows that you have completed International qualifications and that you have the skills and experience to manage effectively on a national, regional and global level
- The FCEPA™ certificate will be received approximately one month following the close of the training course and will be issued jointly by Qualifi and BMTG.

Foundation Certificate – Executive Personal Assistant (FCEPA™)



WHO SHOULD ATTEND THIS FCEPA™ COURSE

Who should attend?

This highly practical and interactive course has been specifically designed for:

- Executive Personal Assistants
- Executive Secretaries
- Executive Assistants
- Personal Assistants
- Personal Secretaries
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants
- Executive Personal Secretaries

PLUS anyone else responsible for the support of the senior management and executives

By attending this interactive FCEPA™ course you will be equipped with the skills to:

- Understand the key fundamentals of corporate behaviour
- 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
- Interpret basic financial statements and reports
- Appreciate the importance of being an effective personal assistant
- Understand the Impact Of Technology on the modern Executive PA
- Learn how to manage conflict
- Undertake basic Problem Solving activities

THE BMTG TRAINING STYLE

- BMTG employ best practice interactive training techniques.
- All of our Trainers are highly experienced practitioners who have operated successfully in the field and are with BMTG by reputation and invitation only. We have no 'beginners'. All of our Trainers have themselves been trained in BMTG techniques and our style is common throughout our entire portfolio of courses.
- The BMTG technique involves classroom lecturing, highly intensive case study / role playing sessions, classroom interaction and feedback, one to one coaching from the Trainer, and a final examination.
- BMTG have found this to be one of the most effective training methodologies to date and many large multinationals and training companies have also taken up this approach.

MEET YOUR TRAINING COURSE DIRECTOR: 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 certified courses. Richard is responsible for the management and delivery of all BMTG non Project Management training.

Richard is the lead author of the FCEPA™ course which has received critical acclaim from all delegates



Course Outline

Aligning Operations to Strategy

- Corporate Vision and Mission
- How operations delivers the strategy
- Cascading objectives

Exploring Linkages Between Strategy, Projects and Operations

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

Basics of Project Management

- What is a project?
- Planning tools, Project risks
- Monitoring and Controlling

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

Effective Communication

- 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

Presentation & Report Writing Skills

- Effective Meetings
- Planning Presentations
- Overcoming Nervousness
- Report Writing

Problem Solving

- Differentiate and define various types of problems
- Determine the appropriate problem solving technique
- 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
- Cell phone etiquette
- Email protocols
- Use of social media

FCEPA™ Examination*

1 Personality Profiling Test

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