



Executive and Personal Assistants

SEHG-AD-5211 · Business · approx. 7 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Executive and personal assistants have always played an important role in business. Their roles and responsibilities have evolved, but assistants are still vital to the profitability of any organization. Training to become an effective assistant will make you a valued employee who assists management on the road to success. Administrative Skills course: Executive and Personal Assistants.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Adapt to the needs and styles of management
- Communicate through written, verbal, and nonverbal methods
- Improve time management skills
- Manage meetings effectively
- Act as a gatekeeper
- Use the tools of the trade effectively

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 7 instructional videos — 7 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Working with Your Manager**
 - Adapting to Their Style
 - Anticipate Their Needs
 - Getting Your Responsibilities Defined
 - When to Take the Initiative
- **Module 3 — Administrative Soft Skills**

- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- **Module 4 — Effective Time Management**
 - Calendar Management
 - Prepare for Changes and Surprises
 - Keeping Others on Track
 - Urgent / Important Matrix
- **Module 5 — Meeting Management**
 - Creating an Agenda
 - Keeping Minutes
 - Keeping the Meeting on Time
 - Variations for Large and Small Meetings
- **Module 6 — Tools of the Trade (I)**
 - Email Protocol
 - Office Machinery
 - Computer and Software Skills
 - Communication Skills
- **Module 7 — Tools of the Trade (II)**
 - Phone and Voicemail Etiquette
 - Word Processing
 - Business Writing
 - Internet Research
- **Module 8 — Being an Effective Gatekeeper**
 - Filtering Data and Information
 - Learn to Say No
 - Dealing with Difficult People
 - Recognize the Tricks
- **Module 9 — Organizational Skills**
 - Prioritizing Your Workload
 - Goal Setting
 - Plan for Tomorrow, Today
 - Staying on Track
- **Module 10 — Confidentiality Guidelines**
 - Your Confidentiality Duty
 - Be Diplomatic and Discreet
 - Keeping Data Secure
 - What to Do in Sticky Situations
- **Module 11 — Special Tasks**
 - Project Management
 - Trade Shows
 - Interacting with Clients
 - Social Media Management
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
 The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-AD-5211 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.