



Top Management Executive Office Control Training Course

20 – 24 September 2027
Kuala Lumpur

Top Management Executive Office Control Training Course

Ref: 165_115492 **Date:** 20 – 24 September 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Course Overview

Top Management Executive Office Control Training Course is a five-day course for senior secretariat staff and executive office coordinators who leave with an Executive Office Control Book. Participants build a leadership office operating rhythm that connects the executive priority calendar, correspondence routing, briefing pack quality, management meeting cycle, confidential records, and cross-functional follow-through. Decision and action registers make ownership and escalation traceable across departments. Top management executive office control is taught by Agile Leaders Training Center.

Who Should Attend

- Executive secretariat functions responsible for leadership-office workflow and meeting business
- Administrative coordination functions responsible for priorities, correspondence, and briefings
- Management support functions responsible for decisions, actions, and cross-functional follow-through
- Information handling functions responsible for confidential executive records and access
- Corporate services functions responsible for escalation and completion evidence

The course assumes participants already coordinate senior management work and leaves out personal-assistant diary practice, board governance, and external certification preparation.

Departments and Industries

The course supports top management office operations across corporate, public-service, and institutional settings.

- Executive offices and corporate services
- Professional and financial services
- Healthcare and education administration
- Industrial, energy, and utility organizations
- Government and nonprofit management offices

Learning Objectives

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



- Analyze leadership-office mandates, decision rights, and business intake
- Build priority calendars and correspondence routing controls
- Apply briefing commission and paper quality gates
- Use management meeting, decision, and action registers
- Prioritize escalation through defined thresholds and dependencies
- Evaluate completion evidence in an Executive Office Control Book

Course Agenda

Day 1: Leadership Office Operating Rhythm

- Top Management Office Role Charter
- Annual Leadership Meeting Cycle
- Executive Priority Calendar
- Office Decision Rights Matrix
- Management Business Intake Register

Day 2: Correspondence and Briefing Control

- Executive Correspondence Routing Protocol
- Management Brief Commissioning Form
- Briefing Pack Quality Gate
- Paper Submission Tracking Log
- Confidential Record Access Index

Day 3: Management Meeting Secretariat

- Agenda Construction Worksheet
- Meeting Paper Circulation Checklist
- Attendance and Participation Record
- Management Minute Decision Format
- Meeting Action Ownership Register

Day 4: Decisions and Follow-Through

- Decision Rationale Register
- Cross-Functional Commitment Tracker
- Action Escalation Threshold Matrix
- Executive Dependency Map
- Completion Evidence Reconciliation Sheet



Day 5: Executive Office Control Practice

- Priority Calendar and Intake Exercise
- Correspondence and Briefing Pack Simulation
- Management Meeting Record Exercise
- Decision and Action Follow-Through Exercise
- Capstone Executive Office Control Book

Practical Exercises

The course uses suggested activities drawn from healthcare, professional services, education, and industrial leadership offices.

- Suggested activity: reconcile competing priorities through a calendar and business intake register
- Suggested activity: route executive correspondence and test a briefing pack against its quality gate
- Suggested activity: record management decisions, assign actions, and apply escalation thresholds
- Suggested activity: assemble completion evidence into the Executive Office Control Book

FAQs

Who does the Top Management Executive Office Control Training Course suit and what does it assume?

The course suits senior secretariat staff and executive office coordinators who already manage leadership correspondence, meetings, briefings, records, or actions.

How does top management executive office control differ from general office management?

Top management executive office control governs leadership priorities, decision flow, briefing quality, meeting business, and action closure; general office management focuses on broader administrative services, facilities, supplies, and routine workflows.

What belongs in an Executive Office Control Book?

An Executive Office Control Book contains the role charter, priority calendar, intake record, correspondence routes, briefing gates, meeting records, decision rationale, action ownership, escalation, and completion evidence.

How is executive briefing pack quality controlled?

Executive briefing pack quality is controlled by commissioning each brief, tracking submissions, checking purpose and decision requirements, reconciling supporting papers, and recording release approval.



How are management actions tracked and escalated?

Management actions are tracked through named ownership, deadlines, dependencies, evidence, and closure status, then escalated when defined thresholds show delay, conflict, risk, or an unresolved dependency.

Conclusion

Participants take back an Executive Office Control Book linking priorities, correspondence, briefings, meetings, decisions, actions, confidential records, and escalation. It creates a traceable operating rhythm for leadership business and cross-functional follow-through. The control book helps the executive office reconcile completion evidence and address gaps before they disrupt management commitments.