A.I.B.S.
INTERNATIONAL LIMITED

Excellence | Integrity | Impact



AI-POWERED EXECUTIVE SUPPORT AND OFFICE MANAGEMENT CONFERENCE 2026

THEME

"Transforming Administrative Excellence through Artificial Intelligence, Digital Innovation and Strategic Leadership"

INNOVATE with AI

LEAD Strategically

EXCEL in Excellence

DATES:
14TH TO 18TH DECEMBER 2026

VENUE:
Zanzibar, Tanzania

CONFERENCE PACKAGE INCLUDES

Airport Pick-Up Only
Convenient airport pick-up for participants.

DELEGATE RATES

ONE DELEGATE: USD 1,390.00

THREE DELEGATES AND ABOVE: USD 1,290.00

EMPOWERING EXECUTIVES. | ELEVATING OFFICES. | DRIVING THE FUTURE.

A.I.B.S. INTERNATIONAL LIMITED
View Park Towers 11th Floor,
Nairobi
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+254 712 757 383

Email : info@aibs.co.ke

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CONFERENCE OVERVIEW

- The modern workplace is evolving rapidly as Artificial Intelligence (AI), digital transformation, automation, and data-driven decision-making reshape how organizations operate. Administrative professionals are no longer expected to perform only traditional support functions; they are increasingly recognized as strategic partners who contribute to organizational productivity, executive decision-making, project coordination, customer experience, and operational excellence.
- The **AI-Powered Executive Support and Office Management Conference 2026** is an intensive five-day professional development programme designed to equip Executive Assistants, Personal Assistants, Office Administrators, Administrative Professionals, Project Managers, Customer Service Officers, Records Officers, Data Clerks, Booking Officers, and Senior Secretaries with the practical knowledge, digital competencies, and AI-powered tools needed to thrive in today's dynamic workplace.
- Participants will gain practical experience using leading AI technologies to automate routine tasks, improve communication, manage information more effectively, enhance customer service, coordinate projects, produce professional reports, support executive decision-making, and improve organizational efficiency while maintaining ethical standards and data security.
- The conference combines expert presentations, demonstrations, practical workshops, case studies, simulations, group discussions, networking opportunities, and hands-on AI applications to ensure participants leave with skills they can immediately apply in their organizations.

CONFERENCE OBJECTIVES

By the end of the conference, participants will be able to:

01. Understand the impact of Artificial Intelligence on executive support and office administration.
02. Integrate AI technologies into daily administrative and executive support functions.
03. Increase workplace productivity through automation and digital workflows.
04. Improve executive communication, correspondence, and business writing using AI.
05. Manage executive calendars, meetings, travel, and schedules efficiently using digital tools.
06. Enhance records and information management through digital document systems.
07. Apply project management principles to administrative coordination.
08. Improve customer service delivery using AI-assisted communication and CRM tools.
09. Develop professional reports, presentations, dashboards, and meeting minutes efficiently.
10. Strengthen data management, analysis, and reporting skills.
11. Enhance leadership, emotional intelligence, and strategic thinking.
12. Protect confidential information through ethical AI use and cybersecurity best practices.
13. Develop innovative workplace improvement initiatives using AI technologies.
14. Build future-ready administrative competencies aligned with global best practices.

TARGET PARTICIPANTS

- Executive Assistants
- Personal Assistants
- Administrative Assistants
- Office Administrators
- Office Managers
- Executive Secretaries
- Senior Secretaries
- Receptionists
- Front Office Officers
- Customer Service Officers
- Client Relations Officers
- Records Officers
- Registry Officers
- Information Officers
- Data Clerks
- Booking Officers
- Administrative Officers
- Executive Officers
- Project Coordinators
- Project Managers
- Programme Officers
- Operations Officers
- Corporate Services Officers
- Human Resource Assistants
- Public Relations Officers
- Professionals seeking to modernize administrative practices through AI and digital technologies.

"Empowering Administrative Professionals to Lead the AI-Driven Workplace."

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PROGRAMME OUTLINE

DURATION: 5 DAYS

DAY 01 — ARTIFICIAL INTELLIGENCE FOR EXECUTIVE SUPPORT PROFESSIONALS

Module 1: Understanding Artificial Intelligence
- Introduction to AI
- Machine Learning fundamentals
- Generative AI
- AI trends transforming workplaces
- Future of executive support

Module 2: AI Productivity Tools
- ChatGPT
- Microsoft Copilot
- Google Gemini
- Claude AI
- Perplexity AI
- NotebookLM

Module 3: Prompt Engineering
- Writing effective AI prompts
- Creating customized prompts
- AI prompting for reports
- AI prompting for presentations
- AI prompting for research

PRACTICAL SESSION
Participants use AI to:
- Draft professional emails
- Prepare meeting agendas
- Generate reports
- Produce executive summaries
- Create speeches
- Develop presentations

DAY 02 — DIGITAL OFFICE MANAGEMENT AND EXECUTIVE ADMINISTRATION

Executive Office Management
- Modern office administration
- Digital workplace transformation
- Executive office coordination
- Professional etiquette
- Protocol management

Smart Communication
- AI business writing
- Professional correspondence
- Executive communication
- Digital collaboration
- Virtual meeting management

Time Management
- AI scheduling assistants
- Calendar optimization
- Meeting management
- Travel coordination
- Task prioritization

PRACTICAL WORKSHOP
Participants automate common administrative workflows using AI and digital productivity tools.

DAY 03 — RECORDS MANAGEMENT, DATA MANAGEMENT AND PROJECT COORDINATION

Records and Information Management
- Electronic records management
- Digital filing systems
- Records lifecycle
- Information governance
- Compliance requirements

Data Management
- Data quality
- Data security
- Data visualization
- Dashboard creation
- Reporting

Project Coordination
- Project planning
- Monitoring progress
- Risk management
- Stakeholder communication
- Budget monitoring
- AI-assisted project reporting

PRACTICAL SESSION
Participants design project dashboards and digital filing systems using AI-assisted tools.

DAY 04 — CUSTOMER SERVICE EXCELLENCE AND BUSINESS OPERATIONS

Customer Experience
- Customer journey mapping
- Complaint handling
- Service recovery
- Professional communication
- Customer relationship management

AI in Customer Service
- AI chat assistants
- Automated customer responses
- CRM integration
- Workflow automation
- Customer analytics

Business Process Improvement
- Lean office concepts
- Process mapping
- Digital workflows
- Performance measurement
- Continuous improvement

PRACTICAL WORKSHOP
Teams redesign a business process using AI to improve efficiency and service delivery.

DAY 05 — LEADERSHIP, STRATEGIC EXECUTIVE SUPPORT AND FUTURE SKILLS

Leadership Development
- Strategic thinking
- Executive decision support
- Emotional intelligence
- Professional ethics
- Workplace resilience

Innovation and Change Management
- Managing digital transformation
- AI governance
- Change leadership
- Innovation strategies
- Future workplace trends

Personal Branding
- Executive presence
- Professional networking
- Career development
- Continuous learning
- Building influence

CONFERENCE WRAP-UP
- Group presentations
- Action plans
- Knowledge assessment
- Panel discussion
- Certificate award ceremony

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TRAINING METHODOLOGY

The programme adopts a highly interactive, practical, and learner-centred approach that emphasizes real workplace application.

Training methodologies include:

- Interactive facilitator-led presentations
- Live demonstrations of AI platforms and digital productivity tools
- Hands-on practical exercises using AI applications
- Case studies from public and private sector organizations
- Group discussions and peer learning
- Role plays and workplace simulations
- Project-based learning
- Executive coaching sessions
- Problem-solving workshops
- Digital collaboration activities
- Individual action planning
- Experience sharing and networking forums
- Daily knowledge assessments and feedback sessions

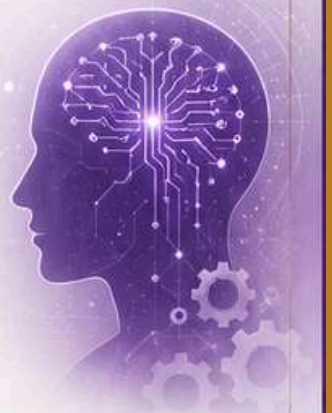
Participants will work individually and in teams to solve workplace challenges using AI-powered solutions, ensuring immediate transfer of learning to their organizations.



EXPECTED LEARNING OUTCOMES

Participants will be able to:

- Apply AI confidently in administrative functions.
- Produce professional documents more efficiently.
- Improve executive support services.
- Manage projects and organizational information effectively.
- Strengthen customer service delivery.
- Lead digital transformation initiatives within their offices.
- Make informed decisions using AI-powered insights.
- Improve productivity while maintaining ethical and secure AI practices.
- Develop innovative administrative solutions that add measurable value to their organizations.



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LEARN Practical Skills | CONNECT Share Knowledge | TRANSFORM Drive Excellence

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REGISTRATION FORM

Thank you for showing interest to attend this workshop
To register, please provide the following information and Send this form to
Email: info@aibs.co.ke

1. Dr./Mr./Mrs/Miss: _____ Cell: _____
Department: _____ Email: _____
Position: _____

2. Dr./Mr./Mrs/Miss: _____ Cell: _____
Department: _____ Email: _____
Position: _____

3. Dr./Mr./Mrs/Miss: _____ Cell: _____
Department: _____ Email: _____
Position: _____

REGISTRATION

All Prices Below Are Per Delegate and they Exclude 16% VAT, accommodation and transport.
The course fee will cover training fee, course materials, online pre-event set-up, certificates of participation meals i.e. Luncheon.

= USD 1,390.00
ONE DELEGATE

= USD 1,290.00
THREE DELEGATES AND ABOVE

AUTHORIZATION

1. Signatory must be authorized to sign on behalf of contract organization
2. This booking is invalid without a signature.

Name: _____ Cell/D-Line: _____
Job Title: _____ Email: _____
Organization: _____ Facsimile: _____
VAT No: _____
Telephone: _____
Physical Address: _____
SIGNATURE: _____

REGISTRATION DATE, Terms & Conditions for this Service Level Agreement

1. Signature must be authorized to sign on behalf of contracting organization.
2. This booking is invalid without a signature.
3. Cancellations received up to 21 business days prior to class will not be charged an handling fee.
4. Cancellations 7-20 business days prior to class will be invoiced at full charge, less 10% administrative handling fee, we will allow you to apply 50% of your payment toward another AIBS training course within one year of the cancellation date.
5. Cancellations 0-7 business days prior to class, will be charged 100% of the course fee, no refund.
6. Registrant substitutions may be made at any time.
7. Please note that if you do not show up for the course, you are responsible for payment.
8. AIBS International Limited reserves the right to cancel or change a class at any time, including but not limited to, lack of participation, venue, and equipment or trainer availability.
9. Refunds can only be provided within 14 days of the class, however possible.
10. Registrants will not lbe charged for the course.
11. AIBS shall be not liable for any direct or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalites for transportation or accommodation. The customer such amount shall be the refund of prepaid course fee and/or event-dveng-during.
12. AIBS International reserves the right to modify the content, timing, speakers or venue of the conference should Circumstances dictate. The events may be postponed or cancelled due to acts of terrorism, war, extreme weather conditions, industrial action, force majeure or any event beyond its control of AIBS International.
13. Any dispute related to attendance and payments of this class will be resolved under the Kenya Law in a court of law in Kenya as per terms and conditions of this service level agreement contract in the final binding between both parties.
14. The registration fee is applicable per the terms stipulated above.

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ACCREDITED BY

NITA
NATIONAL INDUSTRIAL TRAINING AUTHORITY

*Access International Business Studies **(AIBS)** is accredited by the National Industrial Training Authority **(NITA)**, Kenya.*

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Thank You

Thank you for taking the time to review our **training programme.**

We appreciate your consideration and look forward to the opportunity to serve you.
Please feel free to contact us should you require any additional information or wish to discuss your **training and capacity development needs.**

PURPOSE DRIVEN
We deliver training that makes a difference.

PRACTICAL & RELEVANT
Real-world learning for real-life impact.

PARTNERS IN GROWTH
Your success is our commitment.

SUSTAINABLE IMPACT
Building capacity today for a better tomorrow.

Empowering People. Strengthening Organizations. Transforming Futures.

GET IN TOUCH

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