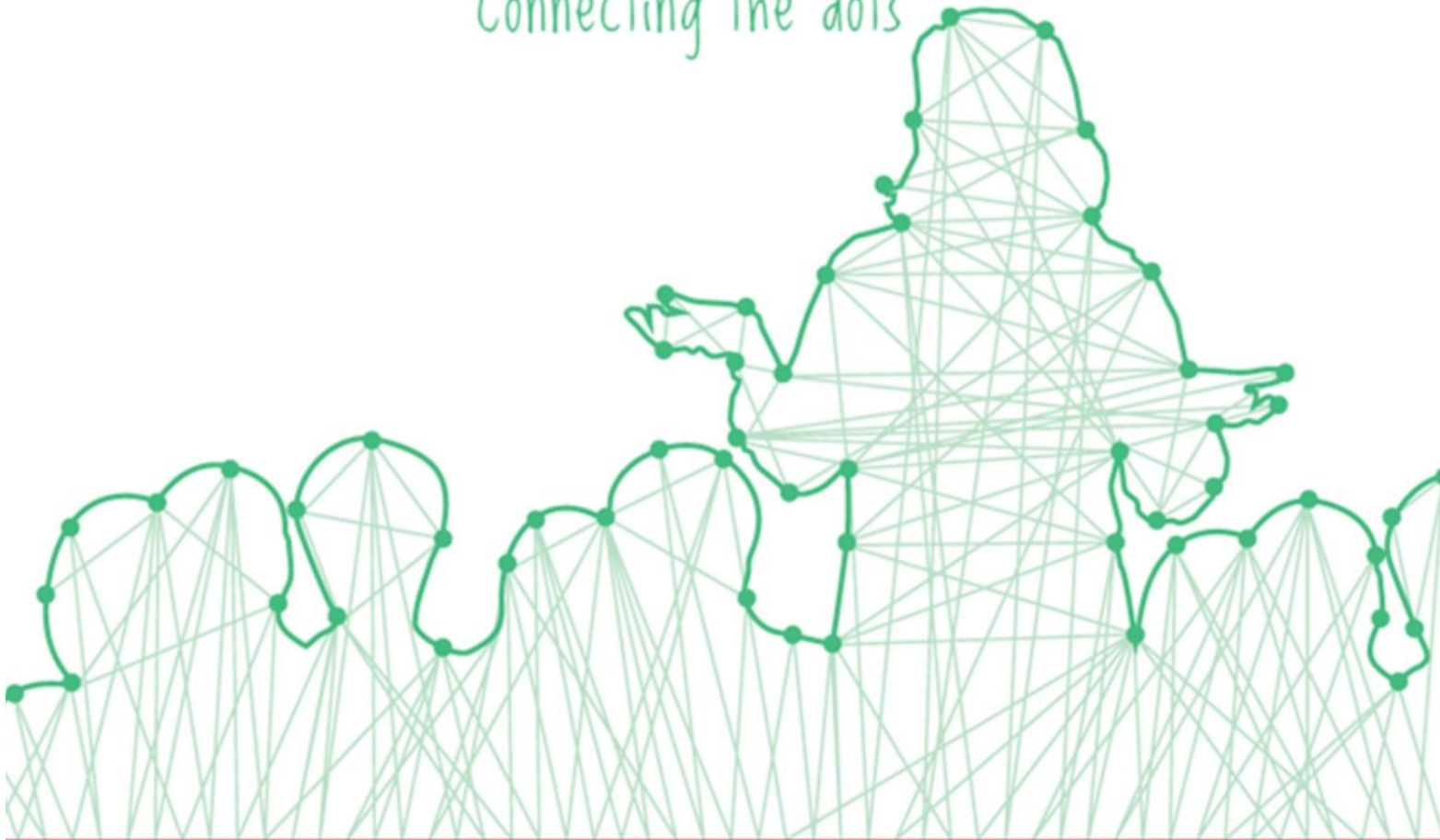


Connecting the dots



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Live Online - Office Management Programme

Endorsed and Recognized by The Institute of Leadership



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ConiCon
TRAINING & MANAGEMENT
CONSULTING

Office Management Programme

Endorsed and Recognized by The Institute of Leadership

The Programme:

Effective Office Management (administration, back office) stands out as one of the most demanding facets for businesses, (small or large). Recognizing this, professionals in this field must prioritize the acquisition of skills over mere knowledge.

Successful Office Management necessitates the harmonious integration of both technical expertise and interpersonal skills to optimize efficiency and effectiveness.

This intensive **Office Management Programme** is meticulously crafted to **impart meaningful and practical techniques**, empowering you to advance in your professional journey and distinguish yourself within the field. Furthermore, it provides insights on **effective leadership**, equipping you with the **skills** to inspire and guide your team toward the achievement of desired results.

Engage in **interactive group** and individual exercises, delve into **case studies**, and participate in **role-playing** sessions. Our **skilled trainers** will adeptly identify your **strengths** and weaknesses, providing **personalized guidance** to facilitate immediate improvements in your workplace. This tailored approach ensures you witness the desired changes through expert advice catered to your **unique professional development needs**.

Simultaneously, this program is designed to **refine your oral and written communication skills**, providing you with the **tools to articulate ideas** effectively and professionally. In addition you will be able to manage **stress, anxiety, and anger** while effectively **managing conflicts**.

Whether you are an office manager looking to enhance your leadership skills or someone aspiring to step into a management role, this program is tailored to meet your professional development needs.

Programme Status and Recognition

The programme is recognized by [The Institute of Leadership](#)

The Institute of Leadership is the largest **professional body in the field** of Leadership and Management.

Upon the successful completion of the programme, participants will receive a certificate from The Institute of Leadership.

All participants who successfully complete a **Programme are eligible to register for free** – (the first year of membership) and **have access to My Leadership Platform**.

By obtaining the Certificate you have the **opportunity to become an Associated Member of The Institute of Leadership and Management (AMInstLM)**, which is considered and can be used as **professional qualification (e.g. Signature, Business Cards)**.

Office Management Programme

Why to choose Institute of Leadership and Management Programs?

- Over the last **9 years**, more than **330 participants** have attended this programme and saw an **immediate difference in their effectiveness and career advancement in their field of work.**
- **74% of participants in ilm endorsed programmes state that their leadership skills have been improved.**
- **76% of participants stated that their self-confidence has been increased.**
- **93% of employers say their employees perform better after taking an ilm qualification.**
- The programs are **Flexible.**
- We provide **Comprehensive Learning**, to pursue your distinct career direction.
- We differ from colleges and universities as our programs utilize **Best Current implementable Practice Learning**, balancing less theory with more practical on the job application.
- Our programs are **endorsed both by The Institute of Leadership**
- **75% of participants say they developed their skills to meet the challenges.**
- **Cost effective** Programme.
- Courses are delivered by **trainers with combining strong academic professional background** and extensive **work experience of at least 13 years.**

Participant / Candidate Profile

The program is tailored for current Office Managers, Office Administrators, Executive Secretaries, and Personal Assistants aspiring to elevate their careers to the realm of Office Management.

The programme is structured in 8 modules, covered in four (4) training days. The topic / title and content of each module are described below.

18/03/2025

OM1. Office Management

- Defining Office Management Role
- Office Management Function
- Office Management Responsibilities
- Personal Development Plan

OM2. Office Administration

- Smoothing the operation
- Managing Paper Flow
- Office Ergonomics
- Safety and the Working Environment
- Office Ethics and Politics

OM3. Digital Office

- Digital Tools for the Office
- Electronic Filing
- Minutes of Meetings
- Time Sheets
- Electronic Calendar
- How to automate simple tasks
-

Office Management Programme

20/03/2025

OM4. Effective Planning and Organizing

- How to plan step by step
- Action Planning, Prioritizing
- Project Management
- Problem solving and decision making
- Calculating resources needed
- The Art of Time Management and Delegation

OM 5. Leadership – Influencing Across the Organization

- The 7 Habits of Effective Office Managers
- Managing Change

OM6. Understanding & Controlling Finances

- How to prepare a budget
- How to control a budget
- How to defend a budget

03/04/2025

OM 7. Effective Written & Oral Communication

- Written Communication
 - Correspondence
 - Emails
- Nonverbal Communication
 - Listening Skills
 - Body language

10/04/2025

OM8. Dealing with Yourself and Others

- Dealing with pressure, stress, anger
- Gender Communication
- Conflict Management
- Dealing with difficult situations / people, emotions

What you will Learn and Gain

During the four (4) intensive training days you will learn:

- The essential **skills and techniques for planning, organizing, and checking, delegation work, managing time, setting objectives targets and action plans.**
- The crucial **role of an Office Manager**
- What effective **Office Administration includes**
- **Taking Decisions and solving problems**
- How to take advantage and **use modern digital office technology**
- How to **develop yourself into a Leader in the Office**
- How to communicate effectively – **applied communication techniques.**
- How to handle **pressure, stress, anger and deal with conflict situations and difficult people in an effective manner.**
- The essentials of **financial matters and budgeting**

Office Management Programme

Successful Completion of the Programme includes:

- Participation in **all 4 training days**
- Participation in **all classroom exercises and activities**
- **Passing of final exam.** The final exam consists of a **test paper at the last day of the programme.**
- **Prepare and pass the final assignment.**

Programme Structure Advantages:

- Flexible — in **8 modules lasting 28 hours, 4 days covered in 2 months**
- Practical — It includes **case studies, group projects, and work evaluation through real-life business scenarios**
- **Low Cost**
- Global recognition through **The Institute of Leadership**
- **In Greek Language**
- **Certificate in Office Management** from a recognized professional body (Consider as additional qualification)

During the Online Seminar you will be able to:

- **Participate**
- **Raise questions**
- **Interact**
- **Do exercises**
- **Any other activities like you do in a classroom**

Get almost all the benefits of classroom training without the time and cost of traveling.

- **Save Money**
- **Save Time**
- **At the convenience of own space**

All material but mainly **case studies and exercises are based on practical methods, tools and techniques** applied by the **Professional Trainer and Consultant** through her **10 years of professional experience.**

Equipment:

- No need for **special knowledge**
- Just access to quick internet from:
 - PC or Laptop
 - Desktops (camera, microphone and speakers)
 - Android Tablet
 - iPads

Office Management Programme

Programme Modules:

- **Effective Office Administration Skills - 14 hours (08:45 – 16:45) – 18 & 20/03/2025**
- **Effective Communication and Dealing with yourself and the others – 10 hours (09:00 – 15:00) - 03 & 10/04/2025**

Programme Cost / Investment

Value: €730 + VAT per Participant

The programme is subsidized with the amount of €280

Net Value: € 450,00 + VAT per Participant

Further discount is granted to groups of three + (3)+ from the same Organization and unemployed Participants.

The programme cost / investment includes:

- **Registration to Office Management Programme of The Institute of Leadership**
- **Recognized Certificate from The Institute of Leadership**
- **1 Year Registration to My Leadership Platform**
- **Participation to the 8 modules (4 days of training)**
- **Certification for each course**
- **Electronic Handouts and other course material per programme**
- **Assignment Pre-Evaluation and Evaluation – evaluation of test**

Programme Advantages in comparison to other Programmes

- **We provide Comprehensive Learning, to pursue your distinct career direction**
- **The programme is endorsed by The Institute of Leadership** Upon the completion of the programme, a certificate is issued **from The Institute of Leadership**
- **The programme focuses more on practice rather than just theory, through applied models and case studies.**
- **All trainers have extensive hands on business experience in local and international**

Trainer:

[Vasiliki Christofi – Applied Communication, Soft Skills, PR Specialist, NAMA Certified: Anger Management Specialist and CCIS Crisis Intervention Specialist – Trainer & Coach, B.A. Applied Communication, UK – Trainer & Coach](#)

What the participants said about the programme:

The Programme was very informative and useful, it gave me knowledge and more tools to improve my office skills. The trainer was excellent.

Georgina Georgiou, M&R Asbestos Co Ltd

Very good and educational programme from which we received a lot of interesting information. Ms. Vasiliki was very good and transmittable.

Marina Charalambous

Extremely helpful and informative Programme at a professional level for Office Management. Vasiliki is a happy person and very transmittable in her presentation both from a distance and in person.

Aristi Aristotelous Michael, Cyprus Stock Exchange

The Programme was excellent, understandable and with many examples. It will help me to be properly organized in my work. The trainer was very friendly, happy and presented us with many examples which helped us to better understand the material.

Eleni Frixou, A&A Apostolidis Contracting Company LTD

The best programme, it covers everything. There was organization and the trainer was very remarkable and professional. Transmitting person, fully trained. Vasiliki is one of the best trainers I have met so far.

Panayiota Pafiti, Refrimech Ltd

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GET IN TOUCH

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Our Website



Tools