

impetus

MOVING FORWARD



Bled, Slovenia

"Be willing to make decisions.
That's the most important quality
in a good leader."
General George S. Patton

NEWSLETTER OF THE EUROPEAN MANAGEMENT ASSISTANTS - CYPRUS BRANCH

VOLUME 2, ISSUE 28, WINTER 2009-2010





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- Vouchers cannot be resold, exchanged for cash or transferred to a third party
- Vouchers valid until 31st March 2011 and are subject to availability - minimal blackout periods

OFFER OF THE YEAR



IMPETUS

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Your contributions to our next edition (Winter 2010) can be sent the latest by 25 October 2010, to:

Evie Christodoulou, eviechristodoulou@gmail.com

Note: All articles are subject to editing

THE AIMS OF THE ASSOCIATION:

To be the recognised voice of the management assistants profession in Europe:

- by forming a network of highly competent management assistants able to advise on professional development;
- by providing a forum for management assistants, employers and educators to promote an understanding of the training, experience and career opportunities necessary for the development of its members;
- by creating an image of the management assistant as an essential element of the management team.

The Association also aims to provide opportunities for the promotion of European cross-cultural relationships and professional understanding through the exchange of ideas and practices, by assisting members who wish to work in other European countries represented in the Association, and by holding international meetings of a professional and cultural nature.

To accomplish these aims the Association will encourage the setting up of European Management Assistants' groups in all European countries.

FROM THE EDITOR

Dear members,



The last council meeting was held in Helsinki, Finland and strangely enough months before I travelled there I had a foreboding that something would go wrong. My instinct proved to be correct – as soon as we landed in Helsinki the stewards said that due to the ash many flights were canceled. I didn't pay too much attention at that time as in Cyprus we often have ash from Egypt - I thought that this would soon clear after 2-3 days. Who would have thought that the ash from an Icelandic volcanic eruption would paralyze the air traffic in Europe for so many days?

Once the conference was over we had a crisis meeting and after the initial shock all the members from Cyprus decided to stay and wait until the air was clear. This was a very good decision - when we are calm and think clearly we take the best decisions.

A big "thank you" to the organizing team of the Helsinki conference who were extremely well organized and offered many solutions on how to return home!

Since this will be my last message as editor of this magazine I would like to thank you all for your cooperation over the last two years.

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FROM THE NATIONAL CHAIRMAN



Dear Members,
In the last twenty years, we often hear that among other important matters, there is a growing concern among international institutions such

as the European Council, UNESCO, and others, to create a strategy for "Sustainable Development". In fact, this is a matter that must concern the whole humanity.

But what is "Sustainable Development"? Sustainable Development is a pattern of resource use that aim to meet human needs while preserving the environment so that we can meet the needs of present generations without compromising the ability of future

generation to meet their own needs. In other words, sustainability is a process which tells of a development of all aspects of human life affecting sustenance. It means resolving the conflict between the various competing goals and involves the simultaneous pursuit of economic prosperity, environmental quality and social equity.

Sustainable Development deals in an integrated way with economic, environmental, social and cultural issues such as:

- climate change energy conservation
- sustainable transport
- sustainable consumption and production
- conservation and management of natural resources
- public health

- social inclusion, demographics and migration
- global poverty.

Sustainable Development is a concern for all, since we all live on this planet called Earth. It is our obligation to show sensitivity on this matter, and altogether help - to the maximum we can - to learn about how to contribute to sustainable development practices for us and for future generations.

Agnes Ioannou Zavertha
University of Cyprus

WORKING MEETING

Nicosia, 2 September 2009

The meeting was kindly hosted by the University of Cyprus. After the Chairman's Agnes Zavertha's welcoming and the approval of the previous meeting's minutes we also welcomed a new member, Despo Michael from CYTA. We were all impressed by the announcement that 15 members of EUMA Cyprus were planning to participate in the 35th Conference and AGM in Slovenia.

The most interesting subject on the agenda was the approval of the proposal of the celebrations for the 20 years of EUMA Cyprus. Several logos were presented where we had the chance to choose. We all agreed to the idea of organizing a weekend to celebrate this special event. After all this was the 20th anniversary of our association and we all wanted to give the appropriate glam! After voting for Aphrodite Hills, the 5 star hotel in Paphos was chosen and a committee was appointed to organize the event.

The brainstorming session held months ago was also on our agenda and some conclusions were required. Various opinions were offered:

- Personal approach to both existing and new members is always essential and our chairman Agnes Zavertha mentioned that it is already agreed that Camaraderie dinners should start again.

- For those members not yet very familiar with the EUMA website, training opportunities will be organized. This will remind all members how useful our website can be.
- Stronger bonds with members from other countries may also help to increase our members' interest. Exchange invitations with Greece, which is the nearest country, for big events already started. Other countries might follow.
- It was agreed that a brief CV and a photo of all new members should be circulated to all members.
- Members may give a small presentation representing their companies and their activities and also our managers may be interviewed.
- Letter with EUMA information may also be sent to companies.

Melina Piliastides
Genesis Logistics Ltd



WORKING MEETING

Nicosia, 27 October 2009

This EUMA Cyprus meeting was held in the Hellenic Bank head offices and we thank them for their support.

The Chairman, Agnes Ioannou Zavertha, welcomed the participants and then we moved to the approval of the minutes of the last working meeting.

Agnes Ioannou Zavertha, Angela Shekersavva and Evie Christodoulou gave their presentations regarding the Autumn Conference and AGM in Slovenia. AIZ informed us about the National Chairman's Meeting, the Full Council Meeting and AGM. Evie Christodoulou reported on the

NPRO's meeting and Angela Shekersavva reported on the NT's meeting.

The meeting ended with a very interesting presentation by Panikos Masouras, ECDL Manager. Panikos Masouras discussed the importance of ECDL computer courses and gave us valuable information. He also handed to all participants a small gift.

Melina Philiastides
Genesis Logistics Ltd

EUMA BAKES FOR CANCER

Nicosia, 25 November 2009

EUMA Cyprus once again helped the Cyprus Association of Cancer Patients and Friends (PACYCAF) with their Christmas Bazaar. On 25th of November 2009 the Cyprus Association of Cancer patients and friends organized their annual Bazaar in Ms Despo Hadjianastasiou's residence.

EUMA Cyprus members supported this event by baking cakes and sweets- these were sold at the bazaar and the money raised donated to PACYCAF.

Evie Christodoulou
Louis Hotels



20 YEARS EUMA CELEBRATIONS

Pafos, 28 November 2009

1989 to 2009 A Walk Down Memory Lane

The 20th Anniversary of EUMA Cyprus was celebrated in style on Saturday 28th November 2009, at the prestigious five-star Aphrodite Hills Resort InterContinental, where members were offered the unique opportunity to enjoy a weekend packed with surprises and lavish celebrations.

We arrived on Saturday afternoon around 3 p.m. and settled into our beautifully furnished and generously fitted with all luxuries and amenities room overlooking the sea. At 4.30 p.m. all EUMA members, present and past, met over coffee and scrumptious cakes in the Sunset Room where we were able to catch up with each others' news while enjoying the breathtaking view of the sunset.

On Saturday night the big celebration took place at the Gala Dinner in the Morpheas Ballroom; a hall decorated in festive mood that lifted the spirits, pleased the eye and where mouth-watering, exquisitely prepared and presented food and divine drinks were abundant throughout the night and enjoyed by the culinary palettes of all – truly a banquet fit for the gods. The limelight of the evening was the blowing out of the 20 candles on EUMA's birthday cake and the presentations, photos and film show that took us all back to a very nostalgic walk down memory lane. The evening culminated with all participants dancing away to the inviting rhythms of the



DJ; and it was not before the early morning hours of the following day that the partying came to an end.

After a generous breakfast on Sunday morning, lots of getting together, some black clouds and some rain showers, members willing to go on an adventure and enjoy the surrounding nature took off on the Nature Walk which was scheduled to take place within the nearby dramatic ravine. The Nature walk proved to be a difficult one to follow and members returned back to the hotel after two exhaustive hours full of hurdles. Thankfully all unharmed.

Nevertheless, the celebrations continued with the final event which was lunch at the Aspris Tavern in the nearby village of Kouklia.



It was a highly successful and unforgettable event - I am sure I speak for all the attendees when I say, 'Well Done and Thank You' to the 20th Year Celebrations Taskforce: Artemis Kasapi,

Rita Kotsapa, Endrie Koupepidou, Maria Pistola, Elenonora Theodoulou, Litsia Taliadorou, Evie Christodoulou and Marlene Philippou, without whom this event would not have been possible and, of course, 'Thank You' to the Aphrodite Hills Resort, for their

hospitality.

In closing I would like to mention that it was indeed a real pleasure to be given the opportunity to see so many members in attendance and also to spend time with former members that attended this event - members that at one time formed an integral part of the EUMA association and with whom we all share a lot of fond memories.

Maria Danilaki-Wehrhahne
Nest Investments (Holdings) Ltd

VASSILOPITA EVENT

Nicosia, 16 January 2010

The EUMA Cyprus cutting of the vassilopita was held on Saturday 16 January 2010 at the Europa Hotel in Nicosia. The members of the Association used this opportunity to get together and wish each other a happy NEW year. The event was kindly hosted by the Hotel.

Ms Agnes Ioannou Zavertha, Chairman of the Association, in her opening speech talked about the achievements and major events of the past year. The cutting of the Vassilopita took place the same night and two lucky members won a free participation to the European Training in Helsinki, Finland in April.

The event was honored by the presence of



the Ambassador of Finland, Ms Riitta Resch who made a presentation on "Focus on Finland" and gave us valuable information about the country and the people.

Evie Christodoulou
Louis Hotels

WORKING MEETING

Nicosia, 20 March 2010

This working meeting took place in a new hotel in the center of Nicosia, Royatioko Hotel.

We were welcomed by the owner of the hotel and after a coffee the owner gave us a tour of the hotel. She showed us the hotel rooms, the pool area and the restaurant. After the tour we continued with the working meeting.

Agnes Ioannou Zavertha, Angela Shekersavva and Evie Christodoulou made their presentations for the agendas of the meetings in Helsinki.

Also Evie Christodoulou asked the members attending the meeting if they know how to enter the EUMA database. All the members attending the meeting were familiar with the database but a short presentation was made just to clarify any questions the members had.

After that our chairman presented the strategic plan of EUMA and the members gave us their valuable feedback.



Evie Christodoulou
Louis Hotels



RULES OF PROTOCOL

Ms Ksenija Benedetti, Chief of Protocol of the Republic of Slovenia gave us a very interesting seminar about the Rules of Protocol. Although we have participated in many and various seminars, this seminar was somewhat different and we were informed about various issues concerning protocol that we were not aware of before.

The word protocol is of Greek origin meaning: signature, archive and record / file. By today's meaning it defines activities regarding (1) mode of communication by International rules (2) International agreement between two or more states and lastly is the conclusion of an international conference.

The rules of protocol are a nuisance to many people, but in practice they resolve many dilemmas, prevent misunderstandings and facilitate certain actions. Ms Bendetti went on to explain that all rules of behaviour are based on the consideration and respect of other people and form the basis for better and more effective communication. Furthermore she explained the importance of the first impressions we give people and the fact that if we fail to give the right impression we usually do not get a second chance. Statistics say that 55% of first impressions is based on how we look (appearance) 38% on how we act and 7% on how we speak. Appearance, therefore, accounts for a large percentage of the overall first impression – the following list should always be taken into account for a professional outcome: hygiene, fingernails, hands, teeth, hairdo, discreet make-up, discreet odour / perfume, clean and orderly dress, no stains, clean and orderly shoes.

As we all know our body language is an important factor in Protocol and therefore in official places we must not display boredom, impatience or arrogance. How we shake hands is also important. It must be brief, not too firm nor too strong, we must make eye contact and lastly shake hands at elbow-height. Seniors by rank should offer their hands to juniors. Older people should offer their hands to younger ones. Women should offer their hands to men. Men should take off any gloves when shaking hands, but it is not necessary for women to do that. Ms Benedetti went on to explain other



important features of protocol namely written communication: including letters, invitations, business and information, receptions etc., how these should be written and planned.

Furthermore, Ms. Benedetti's presentation illustrated the protocol for seating arrangements including the procedures, the greetings, the toast, who begins to eat, the preparation of the menu to include nutritional habits / customs, Diets, Allergies, Disability, type of needs, seasonal requirements etc.

In addition, Ms Benedetti introduced the basics of dress codes, depending on the type of invitation received. Lastly, but most importantly, one must always take into consideration cultural customs and habits. A nice example was mentioned by Ms Benedetti: in Germany, an invitation for dinner at 8pm means precisely 7pm, 59minutes and 60 seconds. However, in Latin America, no-one shows up before 9.30pm!

Ms Benedetti concluded her very interesting seminar by saying that sometimes rules are made to be broken. There would be no progress without bending the rules every now and then!!!!!!!!!!!!!!

Chryso Georgiou
Univeristy of Cyprus

WORKSHOP: MANAGING CONFLICTS – USING ORIGINAL THINKING BY BRANE GRUBAN

Conflict as a concept can help explain many aspects of social life such as social disagreement, conflicts of interests, and fights between individuals, groups, or organizations. The need to see, think and behave differently! First reaction to conflict: fear, fight or flight, uncertainty, destruction, anger, run away from it, avoidance, misunderstandings, stress etc.

The human brain is constituted of left and right parts. The left part is logic, arguments, facts, rationale, linear thinking, words, numbers, details etc. The right part is all about creative thinking, nonlinear thinking, pictures, visions, imagination, empathy, intuition, emotions, feelings etc.

There are some approaches to problems: defeat (nothing can not be done), reaction (using force), philosophy (if a

hole is greater...), right or lateral thinking!

A conflict is nothing but simply a situation in which your needs, wishes, beliefs, desires or interests differ from wishes, interests and beliefs of another person's! Is a difference of the interests, expectations, needs, desires, opportunities or prospects and in particular, the difference in the impact and consequences on the individual outcomes. Is a perfectly normal occurrence in the life of any organizations, not as once thought, the "impossibility of adequate communication" or the existence of "troublemakers". It arises as the difference in the objective, methods and rivalry on scarce resources among individuals, groups, departments that have varying degrees of power or authority. Its particularly characteristic of the times of



change, when the distribution power can vary significantly between different individuals or groups!

Some symptoms of conflicts: excessive desires, needs or reliance on legislative normative regulation of matters, late or poor quality and timely termination of tasks, written communication replaces and supersedes that one in person, face to face, competitive behavior in situations where cooperation would be a preferable solution, low level of mutual trust, tensions, outstanding or not resolved points at the meetings, transfer matters "up" to hierarchy levels for arbitrary action on disputes, etc.

Conflict management refers to the long-term management of intractable conflicts. Aims of conflict management: to become more aware of your own conflict style, identify the conflict styles of others, identify and assess conflict situations and practice the use of different models of conflict management and resolutions.

The five conflict handling modes are:

competing: the goal is to "win"

- collaborating: the goal is to "delay"
- compromise: "find a middle ground"
- avoiding: the goal is to "win/win" solution
- accommodating: the goal is to "yield"

Everybody has the right to be treated as equal, to say no without guilt, change opinion, ask for information, do mistakes, take time before call or final decision, ask for what he/she wants, tell what he/she thinks or feels while not apologizing for that, assign priorities, assume no responsibilities for other peoples problems, take care of a person needs and make own choices on how to react or behave in a given situation.

"You might be disappointed, if you do not succeed! But you would be stupid, not to ... try!! B. Sills

"Competences... are all abilities needed, for someone to successfully and efficiently perform a certain job or fulfil a role". Brane Gruban, ABC

Eleni Christaki
University of Cyprus

CONFERENCE DINNER WITH A GET-TOGETHER PARTY AT GRAND HOTEL UNION

The Conference dinner with a get-together party of the 35th Annual EUMA Conference held in the Grand Hotel Union, on Friday 18th of September 2009, at 8:30 p.m. The members of the Association from all European countries had the opportunity to get to know each other and have fun in a festive atmosphere, while enjoying the romantic architecture of the hotel room as well as assorted drinks and traditional Slovenian food. The folk dancing team offered unforgettable moments with traditional Slovenian dances.

Ms Marjeta Peternel, Chairman of EUMA Slovenia and Ms Maria Lazarou

Acting European Chairman, welcome the participants to the event.

As we left the party, we carried with us the magic of this evening. We thank the Slovenia group who worked tirelessly to make this event possible and gave their time and talents to make this event so memorable.

Eleni Christaki
University of Cyprus





SUE FRANCE INTERVIEW

1. How did you start your career? Did you always want to be a PA?



When I was embarking on my A levels at 16 years old, I decided I would do it alongside a secretarial diploma. Once I completed my studies I decided I wanted to go out to work and earn money rather than

attend University and I got a job as a shorthand/audio typist. Later I moved jobs to work for a global accountancy firm (Andersen) where I started as a word processing operator, and worked my way up becoming a senior secretary, team supervisor, events manager and Personal Assistant to the Head of the Global Accounting firm in Manchester, UK. I was also the client events manager and organised teambuilding weekends for the employees. My company paid for me to attend University as a mature student part time to be awarded a post graduate diploma in human resource management and become a Fellow member of the Chartered Institute of Personnel and Development (FCIPD). I then became part of the global training team as training manager responsible for 600 secretaries in the UK. I took redundancy in 2002 when Andersen collapsed worldwide and I started working with Bill Docherty, an ex Andersen partner who had left in 2000 to set up his own training and development company – Persuasion. (Sue was Bill's PA, Marketing, training & Events Manager and took responsibility for training PAs for Persuasion's clients in the UK and overseas). Now I am working for myself as an executive assistant coach and trainer and have written a book for PAs – "The Definitive Personal Assistant & Secretarial Handbook" and she is currently writing an advanced book for management assistants.

2. How did you come to join EUMA and how has it helped you?

I joined EUMA when I was working at Andersen in 1998 with a view to try and get a membership for as many Andersen PAs as possible to join EUMA. I found that I enjoyed attending the monthly meetings and networking with like minded people at the same time as attending some excellent training that I might otherwise have not been able to attend.

It was great being a member of EUMA when I took redundancy as I had been institutionalized for 20 years in a huge global company and it was good to still have the feeling of "belonging to" a group which was EUMA. I have made many friends in EUMA and they are a great source of help, motivation and knowledge.

Many EUMA members also replied to my questionnaire that I sent out prior to writing my book and I have used some of their excellent knowledge and tips within the book.

3. You won The UK Times Creme/ DHL PA of the Year 2006. How was the experience of participating in this competition?

I have had an amazing experience taking part in the UK Times Creme/ DHL PA competition through the whole process and afterwards – the effects have lasted to date! On the actual day I was given the award it was an excellent once in a lifetime experience. It was made very special by it being announced on the catwalk at The Times Creme PA conference in London just after the fashion show and there were many people watching and The Times photographer clicking away taking photos for a further article in The Times. Myself and 4 finalists were then taken for a champagne lunch that lasted several hours and the memory of the day will remain a very exciting and special one.

4. How has this title of PA of the Year changed your life?

Since winning the award I have had an amazing time being congratulated by everyone I met and I heard from people who I had not seen for many years who saw my picture and the article in The Times. I have been interviewed for several magazines and I have also been asked to present to PAs at conferences in Dubai, Germany, Cyprus, Ireland and the UK which I thoroughly enjoy doing. Winning the competition has led me to start my own business in secretarial training/coaching and to being a published and successful author.

5. You recently wrote a book 'The Definitive Personal Assistant and Secretarial Handbook'. What made you to write this book?

When I was presenting at a PA conference in the UK I had just finished my presentation and I was sat listening to the next speaker who was talking on creativity and he asked us all to write down a mind map about ourselves, putting ourselves in the middle of the page and branching out to different areas of our lives such as work, family, healthy, ambition etc and to think 'out of the box' writing down anything at all that came into our minds whether it was possible or not. When we had all finished our mind maps he asked for someone to share theirs with everyone and no one volunteered so he asked if I would share mine. I told everyone that on one of my branches was to write a handbook for secretaries and many delegates said that it would be a great idea as they had been looking for a book and there was nothing suitable out there for today's 21st Century PA that has been written recently. Over lunch I was approached individually by several delegates asking if I really was going to write a book as they would definitely buy it and it is something that is needed so I said yes I would and at that point I made a commitment to myself to do so.

6. Who, or what, inspires you?

People who make things happen inspire me as opposed to those people who just do the talking but make no action.

Evie Christodoulou
Louis Hotels



The European Computer Driving Licence (ECDL), which is known as the International Computer Driving Licence (ICDL) outside of Europe, is the global standard in user computer skills, offering Candidates an internationally-recognized certification that is

supported by governments, computer Societies, international organizations and commercial corporations alike.

Fast Facts:

- The global standard in 'user' computer skills.
- Endorsed by computer societies, governments, international organizations, academia and the corporate sector.
- World's largest computer-user skills certification (10+ million Candidates).
- Vendor-independent.
- Uniquely-validated and quality-assured syllabus.
- Recognized in 150 countries.
- Translated into 38 languages.
- Part of a life-long learning pathway.
- Demonstrates achievement of a broad range of skills.
- Flexible learning available through the largest global network of approved training and testing centres and courseware providers.

What is the ECDL / IC DL?

The ECDL is a test of practical skills and competencies and consists of seven separate modules covering computer theory and practice.

ECDL / IC DL Module 1 is a theoretical test of computing knowledge at a general level and Modules 2-7 are practical skills tests.

Module 1. Concepts of Information Communication Technology (ICT)

Module 2. Using the Computer and Managing Files

Module 3. Word Processing

Module 4. Spreadsheets

Module 5. Database

Module 6. Presentation

Module 7. Information and Communication

Who is the ECDL / IC DL for?

The ECDL programmes are for anyone who needs to demonstrate to an international audience that they are fully competent in the use of a personal computer and common computer application and know the essential concepts of Information Technology.

Benefits for the Individual

- Provides a springboard to improved job & study prospects
- Enables job mobility.
- Provides an internationally-recognized qualification.
- Increases essential IT skills levels.
- Increases confidence in computer use and reduces stress.
- Provides a starting platform for higher-level IT education.
- Enables and facilitates flexible learning – formal training not a pre-requisite for ECDL / IC DL certification.

Benefits for Employers & the HR Department

- Provides a demonstrable standard for computer skills to the HR for new employees.
- Saves time & money through increased staff performance.
- Increases quality of output.
- Increases job satisfaction, staff motivation, staff retention.
- Improves company communications.
- Makes better use of IT resources.
- Provides a greater return on IT investment.
- Flexibility of learning allows tailoring to specific needs.
- Allows monitoring of training progress.
- Incentive for staff to successfully complete training.
- Vendor independent.

Benefits for the Society

- Increases national productivity and competitiveness more competitive workforce.
- Increases access for citizens to the Information Society.
- Supports the EU e-Europe Action Plan for knowledge-based economy.
- Meets the objectives of the i-2010 EU Strategy
- Increases return on investment in IT infrastructure.
- Fosters inward investment.
- Increases the uptake of online services.
- Improves access to and uptake of e-Government services.
- Adds value to the training and testing products and services sectors.

For more information visit www.ecdl.org and www.ecdl.com.cy.



Despo Michael



My name is Despo Michael. I live in Nicosia (Cyprus) with my husband Yiannos and my two children, Andreas 18 years old and Chloe 15 years old.

My first job, after studying secretarial studies at a College, was as a receptionist at a building contractor company, where I worked for 1 year. Then I worked as stewardess at Cyprus Airways for a while, before I joined Cyprus Telecommunications Authority (CYTA) in January 1990. My career as a secretary started in 1992. I love my job and I feel proud and grateful working for CYTA.

I am an active person, I love socializing with people, I like being responsible, I like to collaborate and make a good team and I am a person with goals.

Chryso Georgiou



Chryso Georgiou was born in Larnaca. She graduated from the American Academy in Larnaca in the year 1984. Her schools motto was to "grow and to serve" and ever since it has been her goal all these years.

After graduation she has worked in the private sector until 1991 where she started as a telephone operator at the University of Cyprus, a position she held until the year 2000. During these years she tried to pass some extra examinations needed in order to apply for a position of Administrative Assistant which she has held since 2000. She has worked many years at the Finance Services where she has gained numerous experience in payments, budget etc. but

two years ago she decided it was time to move on in order to learn new tasks. Towards the end of 2007 she was transferred to the Department of Chemistry. At the Department she has to do various secretarial duties but she enjoys immensely the work that has to be carried out for the Undergraduate Program. Having only last year graduated herself from the University of Cyprus and specifically from the Turkish and Middle East Studies, she can understand fully the anxieties and worries of these students.

She has been a member of EUMA since 2000 and has been an Assistant National Treasurer since 2007. During these years she has visited Belgium and Slovenia Conferences where she found it not only interesting to meet people from other countries but also found that by doing so it keeps you updated in our profession. It gives one simultaneously the chance to meet new cultures.

In her personal life she has a son 17 years old.

Members News:

Artemis Kasapi is now working at ARTKAS EVENT CO-ORDINATION CYPRUS LIMITED a new homebase venture, offering co-ordination services in the UK & Cyprus. For more information please contact Artemis, or visit the ARKAS newly launched web site www.eventcoordination-cyprus.com. The ARTKAS concept is of a ONE-STOP- COMPANY, specially created to offer the outsourcing of low cost services and solutions to valuable clients looking for full support, or maybe just a little assistance in areas in which ARTKAS has many years of expertise.

Maria Danilaki-Wehrhahne is now working at Nest Investments (Holdings) Ltd.

Congratulations to **Maria Anagnostopoulou Koupparis**, she gave birth to a baby boy!

New members

We have two new members Ms **Elena Costa** from Lellos P. Demetriades Law Office LLC and **Anastasia Christodoulou** from Lumiere TV Public Company Ltd

Please send by e-mail to the Coordinator of the Newsletter any changes or other news you want to be included in this page



ADOPT A SPIRIT OF APPRECIATION

by Michael R. Virardi Inspiration Coach

Armed with my bathing suit, a perfectly sharpened pencil, my notepad, and an idea for an inspiring article about sales techniques, I got into my car one day and headed for one of the seafront cafés in town for a refreshing freda espresso.

Feeling upbeat and not pressed for time, I slowed down while driving, in order to allow three other drivers on the road (1 woman and 2 men) to completely change course along a very busy road.

The three drivers' reaction – or lack of it – was so disappointing, it made me spontaneously postpone the planned article for a month and instead contemplate what I had just experienced: Not one of the three drivers felt the need to acknowledge my help by offering a gesture of thanks as simple as a grateful smile or an appreciative wave of the hand.

The great Voltaire once said, "Appreciation is a wonderful thing: It makes what is excellent in others our own as well." In the field of sales, 'excellence' begins with our appreciation of our customers; and appreciation in turn

translates into our respect for a customer's time, gratitude for being given the opportunity to offer our products or services and for being chosen as his preferred supplier.

This appreciation should be expressed, at least, with a basic and simple 'thank you' or thank-you note, or, depending on the situation, with a smile of gratitude during any encounter with our customer.

As Mother Teresa observed very wisely a few years before her death: "There is more hunger in the world for love than there is for bread."



www.michaelvirardi.com

QUALITY STANDARDS:

TIRESOME PAPER TRAILS OR RAIL ROADS TO THE ORGANIZATION OF CHAOS?

Most of us are aware of quality systems around us (e.g. ISO, HASSP etc.). We usually associate them with endless rows of printed pages and exhausting tiresome procedures. I too had this notion, especially since meeting one of my father's friends a few months after his employer had introduced a quality system to their firm. This boss, being a "clever" one, simply "borrowed" the system a friend's firm was implementing and began using it in his own company. The result was that my father's friend, who had various duties in the firm, spent half the day filling out forms and then submitting them... to himself!

That was the picture created in my mind when our boss, sometime during 2003, announced that he had decided that we would introduce ISO 9001:2000 into our office lives. I saw myself, like a cartoon, shoving huge piles of paper from one end of the office to the other.

Of course, it is nothing like that. As a very engaged manager, my boss sat with us every day for nearly a week when we received our training. He, with all of us together, decided which procedures were to be documented and how. All of us, lawyers and secretarial staff, discussed many points and then decided on the best way of doing certain things and then OUR decision was put on paper.

The truth is, not much changed; on the contrary, these procedures not only made it easier to train new staff (since for most things you simply have to say "read

this") but it also protect us from mistakes or misunderstandings with clients. Long gone are the days when we would spend more than 2 minutes looking for a file.

For those of you who have no clear idea of what these quality systems entail, it is actually very simple: based on what your firm does, you chose a suitable system or standard. A food processing factory does need the same things as, say, a law firm. The various procedures according to which the firm operates are documented and then everyone has to follow these set processes. This way, everyone follows the same guidelines and problems can be avoided or identified, corrected and prevented.

A suitably authorized organization (which – again – you can chose by yourself) will audit you on your implementation of the system and whether said system fulfills the standard's requirements. If it does, you will receive a certificate and will be able to shout it to the

world. Such audits will take place once a year, thus ensuring that your system is always up and running.

Apart from the process followed by the company in any given situation, each documented procedure, depending on its nature, must also incorporate various requirements that the quality standard prescribes. For example, internal audits of the system must be done at least once a year. In our firm, the majority of lawyers





and the entire secretarial staff are internal auditors, so the work for each one is very little. Another example is our annual evaluation, in which – through a self-assessment sheet – we are able to express thoughts about our future or wishes concerning our career or further training, and receive comments from our managers for our betterment.

The introduction of the quality system has also been an opportunity for secretarial staff as myself to take on duties which go beyond our job descriptions. Duties and responsibilities were assigned to each one of us according to our strengths and capabilities, something which makes all of us feel that little bit more proud about ourselves. I mean, let's face it: today's secretary wants challenges and not just well manicured nails and a working telephone. And the fact that during the internal audit we get to test (and "punish" if necessary) the bosses is an extra incentive!

In my experience, there are ... steps that must be taken in order for your firm to be happy and successful with its chosen system:

1. Chose to do it for the right reasons. Not because you want to put something nice on your firm's website but because you truly believe it is useful. If you only do it for advertising reasons, then it will only be a waste of money and effort. Management commitment is indeed one of the basic requirements for a system to be approved, since it needs the management to get truly involved in various administrative fields of a firm's operation.

2. Chose your consultant wisely. Chose someone with experience in this field; someone who knows the requirements well and is able to tailor a system exactly on your firm's needs. The biggest mistake you can do is "borrow" a system like the "clever" boss mentioned above.
3. Chose your helpers. Have key staff be responsible for the administration of the system. The good thing about this step is that the person(s) in charge of an ISO system do not have to be directors / managers etc. It can be anyone with a firm understanding of the work needed to be done and the willingness to work for it.
4. Never lose vigilance. Even after you have been certified, never rest. A system let loose is a system slowly dying. Its purpose is to serve you. In our ever changing reality, a system of procedures on which your company's operation rests cannot remain still.

The road to an effective and successful system is not easy. Like the Yellow Brick Road, you must pass through various areas and consider many different things before you will settle on a specific set of rules that fit you perfectly. And even if it does not work from the start, the best thing about such a quality system is that you can spend eternity changing it any way you like – provided you do not cross the borders prescribed by the standard you have chosen to follow.

Nadjia Phasouli
Law Office Andrew Demetriou & Co

SMART IS NOT ENOUGH

"Can nobody around here think?" said the frustrated executive slamming her hand on the desk.

We all expect our colleagues, our associates and our clients to behave in an intelligent manner. After all, intelligence is a key ingredient in business. That is why some organisations use IQ tests to assess the suitability of potential employees. However is that enough?

Since the 1920's, a growing number of psychologists claim that there is more to success than just the type of intelligence measured in an IQ test. A new concept of intelligence began to emerge in the 70's and 80's – Emotional Intelligence.

Emotional Intelligence can best be understood as having two parts to it.

1. The first part is the ability to know and manage yourself – Intrapersonal Intelligence, as it's sometimes called.
2. The second part is the ability to understand others and manage productive relationships with them – Interpersonal Intelligence, as it's sometimes called.

Within the sphere of knowing and managing yourself, some of the key components are as follows:

Self Appraisal is about knowing your strengths and weaknesses. This is even more important in the challenging times we face. Those who know about their

inner untapped abilities can now use them appropriately to make the most out of the current economic situation.

Emotional self-awareness is about knowing how you feel at any given moment in time. Have you ever finished off a bag of chocolates, without realising it, just because you were too stressed? Have you ever been told to calm down, and you screamed back "But I am not angry". People are not always aware of their emotions and that makes self control very difficult. Controlling your frustration as it sets in, is much easier than controlling it when it has reached a peak.

Objectivity is about seeing things as they really are. In my slightly younger days, I used to think that Hugh Grant was God's gift to mankind, but my friends had a differing opinion. Objectivity is the ability to understand that there are different perspectives regarding reality and assess the extent to which we hold the real picture of a situation.

Impulse control is the ability to control emotions and actions that we may later regret. It's the ability to refuse dessert when you are on a diet.

Self Reliance is the confidence to make your own decisions without relying on other people's psychological approval. If you are going out at night, do you ask your friends what they are going to wear, do you seek their opinion on what you want to wear, or are you confident



you can make the right choice?

Adaptability is the ability to change your thoughts, emotions and behaviour in different situations, so that you adopt the most appropriate behaviour given the circumstances. For example in today's changing environment we may be stretched to tackle responsibilities we have not had before. How well can we cope with such changes?

Self-motivation is the ability to see the bright side of life, have the confidence that we can make the most out of any situation, and to have the drive to get on and achieve this. It's also coupled with a sense of contentment, a joy of what someone already has in life. When we appreciate what we have that gives us the positive outlook to find more in life.

Within the sphere of managing productive relationships, some of the key components are as follows:

Empathy is the ability to read those small signals such as a sigh, a slanting of the head, or eyes looking away. It is about understanding how others feel, and understanding and accepting other people's feelings. A phrase like "how

dare he not be satisfied with what we gave him" clearly shows that there is no understanding of why that person feels the way he does. Empathy requires advanced listening skills where we can focus our attention on the speaker's words, voice and body language. Most people just focus on what they themselves want to say.

Interpersonal relations is the ability to build close relationships. People who have good Interpersonal relations are fun to be with and are an inspiration to others. Therefore they grow their network fast and wide.

These are the foundation skills that fuel today's complex, knowledge economies. To produce wealth, professionals need to work closely together and take on leadership roles. Emotional Intelligence is vital.

Aleen Andreou
Programme Director
PeopleAchieve

THINK POSITIVE!

Learning how to think positively takes conscious effort and the will and determination to succeed. If you've ever found yourself constantly stuck in negative thought patterns and expecting the worst outcome in most situations then you can be assured that you are attracting negative things into your life. This is a common mind-set that is difficult to change but the good news is that turning your negative outlook into a positive one just takes a little persistence until the positive thoughts take over.

There are a few things you can do to help you start forming positive thoughts and expectations. Try these on a daily basis and you will start to see some dramatic changes happen in your life.

1) You will need to start developing a level of self-awareness to recognize negative expectations. A problem with negative thoughts is that they often happen below your conscious level of awareness, and you get so used to them being in your head that you hardly notice them anymore. In order to turn the tide of negativity, you'll have to develop a stronger level of self-awareness. One good way to start is by performing self-checks several times a day. Pay attention first to how you feel. If you're feeling positive and productive, most likely you've been thinking positive thoughts.

The results of negative thinking can manifest feeling of irritability, pessimism and stress. If this is how you're feeling then you're probably focusing more on negative thoughts. When that happens:

2) Try and challenge and change the negative thoughts.



Believe it or not, it's fairly easy to change negative thoughts with a little willpower and concentration. If you find yourself feeling doubtful about your ability to finish your work on time, you can try a bit of self-talk like this: "Okay, so I'm feeling a bit worried right now, but really everything is okay. I'm strong, I'm smart and I'm capable of finishing my work on time. I'll do my best and everything will work out fine." Even though nothing may have changed in your outer circumstances, this type of self-talk can get you thinking and feeling

more positive.

3) While you're changing negative thoughts to positive, try and develop a general positive expectation habit. Each day when you wake up, affirm confidently, "Today is going to be a great day! Everything will go my way and I'll enjoy plenty of positive opportunities and fun!"

You will encounter obstacles and problems. When this happens try and see them as opportunities to learn, grow and strengthen yourself. Our perception is 99% of the game! If you simply work on changing the way you look at all the experiences of your life, you will begin to conquer your negative thoughts and habits.

Positive thinking is the reservoir that holds all of our potential abilities as human beings. It is full of positive thoughts, feelings, images, experiences, skills, visions and abilities. Any time we learn a new skill, enjoy a new dimension of life or deepen our understanding it is because we have uncovered an aspect of our positive being.

Evie Christodoulou
Louis Hotels



HOW TO STAY MOTIVATED

Do you remember a time when you had a big dream? Maybe you wanted to be a movie star, an organ transplant doctor, or a world-class triathlete. Perhaps you dreamed of crossing the ocean in a sailboat or chiseling sculpture out of mountain rock. As a youngster, you may have worked hard toward achieving that dream. You talked about it with your every acquaintance and most distant relation whenever you had the opportunity. But slowly you drifted away from your heart's desire. What happened?

The answer is easy: You got distracted! You got confused. You were no longer in rhythm with who you are. The law of momentum in physics says that a body in motion tends to remain in motion until an outside force acts upon it. Distractions. Your friends or family members acted upon you by overtly discouraging you, or by encouraging you to follow a more "sensible" path. So you stopped practicing, stopped studying, stopped working toward your highest ambition. All those distractions and "sensible" decisions competed for your attention. Your grand dream gradually became just a footnote in the history of your life.

Do you know people who are always talking about what they used to do? They usually say, "Someday I will pick it up again." But that's a weak excuse for avoiding the risk of living your dream. The time is now! When you have a worthy goal—something that is worth going after, you have to apply the law of critical success to your life. This law says that you should always be doing something that moves you closer to your goal.

Question: What are you doing today that is drawing you a little bit nearer to accomplishing your dream?

Shakespeare wrote, "This above all, to thine own self be true." Being true to yourself means that you do what matters most to you, regardless of what else is competing for your time. Our deeds and achievements are the only yardsticks we can use to measure our integrity, and the only evidence we can use to judge whether we have been true to our selves.

From now on, why not put the law of momentum into action? It is said that motion creates emotion. When you take action toward that which you most desire, your self-confidence will soar. Distractions shift you off-course or slow you down; actions accelerate you forward along your chosen course. Every action strengthens you to take another. You will become unstoppable! You will liberate yourself from guilt and self-pity. You will become the envy of the world. Many people never commit to anything.

They have interests and hobbies, but no passion or driving ambition.

Life is like a bicycle. The moment we stop pedaling, we start losing momentum. If we coast for too long, we fall. Resolve to press on in spite of all your distractions.

Here is what you can do to get whatever you want in life: First, identify your distractions and move away from them. By doing so, you will become effective rather than merely efficient. Being effective means doing the right things, while being efficient means doing things right. It's nice to be efficient, but it doesn't do you any good if you're not doing the things that will move you toward your dream. Focus first on being effective; let efficiency come as it may.

Second, write the word **MOMENTUM** in big letters and hang it somewhere that you will see it often. Do something daily that will bring you closer to your goal.

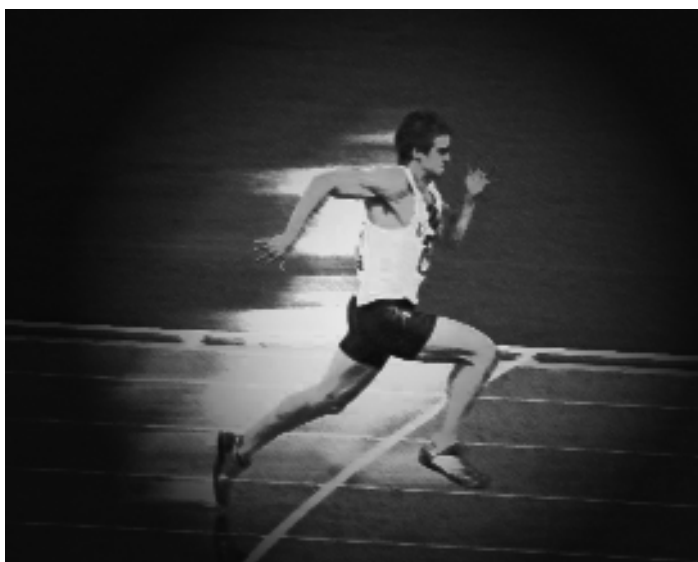
Third, make a public commitment by asking your friends—those who are positive and encouraging—to hold you accountable.

Talk about your dream with them to begin edging it into the world. Speak of it as something that you are doing, not something that you think about doing.

Finally, learn all you can about the lore of your passion. If you are not, at the least, more knowledgeable than the average person about the subject of your dream, you are fooling somebody—yourself.

So, live your finest ambition. Do it because you must. You probably

won't find any help when you begin. You will, however, get all the help you want when you are already there. So be true to thine own self. Honesty is the iron string that vibrates within every heart. Let results be the measure of your integrity. Work hard at it. Do more than is expected, more than is common. Keep the momentum going!



Evie Christodoulou
Louis Hotels



FIGHTING ANXIETY WITH EASE

Several times it happens when we think that we are getting tired of the work that we are doing but as the compulsions always lie around us we have to carry on with our work. This work load often takes us to anxiety. Not only work load but there are several other causes as well that brings Anxiety to our life. Anxiety is something that isn't concerned with a single person, it involves the whole family who also suffers.

Some people take anxiety too seriously. Though suffering from anxiety is serious and there are no doubts about that but what I want to say is that thinking too much of your suffering takes you further into the deeper clutches of anxiety. Someone is suffering from anxiety needs some relaxation instead of more tension. There is always a cure for every suffering and the same.

The roots of anxiety lie with fatigue. It usually happens when you are over burdened or are engaged in a similar kind of job all the time. The first and foremost thing that you need to do when you feel fatigued is take a deep breath and relax for some time. Stop your work for a few minutes and sit back over the chair or move about. This will divert you attention from the work and give your senses some time to relax.

Sometimes it happens when we feel more stress than we are actually required to do. This destabilizes our senses and we often tend to forget some of our important tasks. At that moment you need to write down the important tasks so that you are able to manage them efficiently and



save yourself from further getting edgy.

While we say distraction isn't a good thing when we are to deal with anxiety this proves really worthy. The moment you feel tensed distract away your mind. This will not only keep your mind away from teasing thoughts but will also help you give your mind some relaxation. We are often taken over by anxiety we find our things Hoch poched. We need to manage our things so that we are easily able to find something immediately when we require it.

Anxiety and depression are often difficult to detect as the sufferer never knows if he is suffering from some thing. The anxiety and depression are marked by feeling of sadness, feeling of guilt without reason, suicidal thoughts, changing eating habits, a desire for isolation, cold sweats, difficulty in sleeping, stomach or bowel problems. As I have mentioned earlier its cure is easy. But you have to recognize your anxiety before you could treat it. Once you are clear of your condition, don't delay its treatment. Look around, talk with your friends, the lonelier you stay more will be your chances of getting into deeper Anxiety. If you are suffering

from anxiety or depression then you can go for the free download of our anxiety reliever e-book. From this e-book you will be able to learn more about anxiety become familiar with tips to cure your anxiety.

Melina Philiastides
Genesis Logistics Ltd

SOCIAL MEDIA WEBSITES

Social Media has come a long way. Years ago, chat rooms, were considered cutting edge and a option to stay in touch and make new peers and contacts. These days, however, there is an abundance of links that give social media data.

One of the most important social media pages can be Facebook. Facebook is provided globally and is a fantastic option to stay in touch with family and buddies and to get back in touch from people from your past. There is a great search function on Facebook where one can search by name, location, or association. Facebook also lets you to follow others, like celebrities, brands, businesses, or groups made by the buddies and family members. For example, you can become a fan of a company page and then would receive updates whenever they post new data. If a group one belongs to



begins a group on Facebook, you can sign up to receive updates on the group. Facebook is like one stop shopping for social media info.

MySpace is similar to Facebook, but not as popular. You will also search by name, firm, or affiliations. It is also a fantastic way to stay in contact with buddies and family.

Twitter has to be the newest, modern option of keeping in touch with people. You can tweet by sending out data on where you are or what one is doing. This is quite similar to posting status on Facebook, but Twitter tweets go out to you and you must get alerts on your mobile phone or email account.

Evie Christodoulou
Louis Hotels



WHY IS TEAMWORK IMPORTANT

You might be wondering why is teamwork important in business and the workplace.

One piece of log creates a small fire, adequate to warm you up, add just a few more pieces to blast an immense bonfire, large enough to warm up your entire circle of friends; needless to say that individuality counts, but team work dynamites. - Jin Kwon

Businesses of today are largely concerned about their profits. They are taking every possible step to increase their turnover. The most important aspect that has a very substantial and positive impact on any business is teamwork. Effective teamwork is very significant for a company to use employee potential to the fullest.

Teamwork is not only used in the corporate world to achieve targets on time, but also in the world of sports. If a team works towards a goal collectively, no one can stop it from reaching its goal. Due to the importance of teamwork in business, employers prefer to hire employees who are good team players.

Requirements for Being a Good Team Member

For becoming a good and effective team player in your company, you are required to have a particular set of skills and capabilities. You most importantly should have a good listening skill. This surely proves to be useful in listening to ideas, views, suggestions and conceptions of other employees or subordinates. You should be able to discuss the ideas and strategies suggested by your colleagues.

You should encourage the participation of every member in the team for a collective effort to achieve a goal. You also need to be able to share knowledge and understanding among the team members. A not to be missed skill is to give respect to others. If you want to be a good team player, you should learn to respect people and their ideas. These are just a few essentials that are required for becoming a good team member. Now let us understand why is teamwork important.

Why is Teamwork Important in Business?

- Achieving Goals

It is a widely understood concept, that united we stand and divided we fall. Same is in the case of a team in a

business. Collective team activities are very important if the company or a process wants to reach its goal. There are some tasks that cannot be done individually, but can be easily accomplished by working in a team.

- Increasing Individual Learning

In simple terms, a team is a group of people who have come together for achieving a common objective. Therefore, in a group of people, there are many intelligent minds and brains working. When team members work together as a team, they can learn the skills and capabilities of each other and advance their knowledge. This certainly can be beneficial in your professional as well as personal life.

- Resolving Conflicts

There are many types of conflicts that may arise in the company, which may in turn have an adverse effect on the collective output. In order to resolve business conflicts; the knowledge, understanding and expertise can be used efficiently for determining solutions to the problems. This significantly helps the business to grow.

- Good Communication

Communication is an inevitably important factor in teamwork.

When employees work in a team, they are able to pass on their ideas clearly. This rules out the possibilities of miscommunication due to complex hierarchy in the company. And due to ideas and concepts passed clearly, there is no scope for misunderstanding.

- Generating New Business Improvement Ideas

If a manager encourages team members to participate in collective decision making, he will be able to reach a good strategy by considering views and suggestions from all members. The business can also think of incorporating ideas suggested by the team members. Employee participation in the management is a very effective tool in meliorating business strategies.

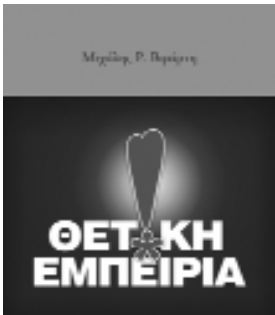
Evie Christodoulou
Louis Hotels





“A Positive Experience! 26 simple ideas to differentiate yourself” by Michael Virardi

How can a delayed flight, a simple scent, a tenor, or even... the inside of an apple teach us valuable lessons that will help us in our personal and professional lives? The fact is, that if you look closely, you will find pearls of wisdom hidden in many common occurrences.



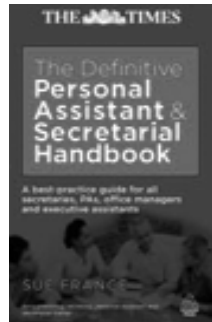
This book reveals elements of truth that are tucked inside everyday trivialities. It is a slice of life: the life of a mother, a teacher, a doctor, a salesman and so many others... just

like you; but it is presented in way that makes it a most effective eye-opener.

The Definitive Personal Assistant and Secretarial Handbook by Sue France

The Definitive Personal Assistant and Secretarial Handbook is a guide to the skills necessary to be a successful secretary or professional assistant, including time management, dealing with difficult people and organizing meetings and events.

The Definitive Personal Assistant and Secretarial Handbook is the ultimate guide for all management assistants, PAs, secretaries and executive assistants. Written by a former Times Creme PA of the Year and a EUMA Member, it deals with every aspect of these vital administrative roles and the necessary skills, including: relationship management, communication and confidence, the secrets of body language, listening and questioning skills, coping with pressure and stress, dealing with difficult people, time management and personal organization.



WEB SITES



<http://www.iaap-hq.org/>

EUMA also looks outwards and has links with other international management assistant associations. One of them is The International Association of Administrative Professionals.

The International Association of Administrative Professionals is a not-for-profit professional association for office professionals with approximately 40,000 members and affiliates and nearly 600 chapters worldwide. Their mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.



<http://www.inprad.org/>

Another association that EUMA has cooperation is the Institute of Professional Administrators (IPA).

Established in 1957, the Institute of Professional Administrators (formerly the IQPS - Institute of Qualified Professional Secretaries) is the leading professional membership institute for business administrators.

The Institute of Professional Administrators (IPA) is the leading institute for all administration and office professionals. With over 50 years experience, the IPA provides professional membership benefits for individuals and organisations committed to business administration.

The IPA is committed to increasing professionalism for business administrators. They do this by endorsing qualifications and training programmes and by providing continuing professional development information.



For more than 100 years



we create **synergy**



realize your **vision**



provide **support**



and facilitate **growth**

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