



The Institute of Certified Public Accountants of Cyprus (ICPAC)

Agenda for webinar “Leadership That Moves People: Clarity, Trust, Results”

Time / Duration	Session
9:00 – 9.40	Leader Mindset & Purpose • A practical lens for distinguishing leadership by influence vs. management by authority (without heavy theory). • Brief self-reflection: how does my current style affect others? • Focus on long-term impact and professional legacy. <i>Summary: Clarify what it means to lead through influence and set a personal direction—no prior knowledge required.</i>
9.40 – 10.20	Connection & Trust: The 3 core “keys” • Recognition: how to highlight what works without over-analysis. • Dialogue–Learning–Choice: everyday practices (described without the exact formula). • Measurable improvement after collaboration—without revealing methodological steps. <i>Summary: Gain simple techniques to cultivate trust and open communication within the team.</i>
10:20 – 10:30	Break
10:30-11:50	Difficult Conversations with a structured 4-step approach • Clarify the issue with targeted questions (without disclosing the full framework). • Acknowledge and respect the other perspective.

	• Discuss / de-escalate using facts and options. • Confirm agreement and next steps. <i>Summary: Handle tensions and objections calmly and clearly by following a simple, repeatable logic.</i> High-Performance Culture in Practice • Habits that reduce performance: what to avoid (concise list). • Increase engagement and ownership with small, everyday actions. • Frame roles so each member contributes meaningfully. <i>Summary: A practical guide to designing small changes that deliver outsized team results.</i>
11:50 – 12:00	Break
12:00– 13:00	Measurable Leadership: goals, metrics and team initiatives • Set direction (goals) in inspiring language. • Simple progress measures per role (without referencing specific frameworks). • Initiative map: who does what by when. <i>Summary: Connect vision to specific actions and interim progress measures.</i> Real-Time Application • Short role scenarios for objections/conflicts (without full scripts). • Delegation with clear expectations and checkpoints. • Quick meetings: focus on help and the very next step.



	<i>Summary: Apply the principles in a safe setting—ready to use the next day.</i> Action-Driving Meetings & Close • A concise four-point model for focused meetings (without naming the formula). • Commit actions and deadlines on the calendar. • Key learnings of the day and open Q&A. <i>Summary: Run meetings with clear purpose and measurable outcomes—without wasting time.</i>
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Duration: 4 hours (breaks included), corresponding to **3,5 CPDs**

Instructor:

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