

General Communication Skills for the Clinical Research Professional

Practical information: Number of participants: Between 3 and 6
Duration: 4 ½ days
Price per person @ Valesta office: €1300

Course Overview

Excellent communication skills are integral for professionals working in clinical research. Clinical Research Professionals in Belgium do not only need a specific scientific degree and/or background but often a fluency in all three operating languages (Dutch, French and English) is a necessity.

This four half days course of is designed to make employees more confident when having conversations in a non-native language. All participants should have a good basic language level (A2 level) in French, Dutch or English.

By attending this course you will gain:

- ✓ General communication skills (by phone, e-mail, etc) to become more confident during your work as a clinical research professional in the target language
- ✓ Skills to enable you to communicate better, and with more efficiency and professionalism in situations where you must interact in a non-native language
- ✓ Knowledge on how to use non-verbal communication more effectively

Course Content

The focus of the training will be on oral exercises, using simulations of real-life situations where active participation is required. Some basic theory will be provided on structure, terminology, key sentences and expressions. During the first session, the definite course themes will be selected based upon the needs, interests and profiles of the participants.

The topics covered during this course include:

- Written communication (email formulation and message delivery)
- Presentations: techniques and verbal communication, assertiveness, dealing with difficult questions
- Repetition of general grammar rules.
- Verbal communication:
 - Interrelational: first impressions and focus points in verbal communication
 - Importance of nonverbal communication
 - Phone communication: vocabulary and exercises

A European A2 level in the target language is required and before taking this course, you will be tested to evaluate your level of knowledge. This course aims to improve participants' general communication skills to enable them to better interact with foreign language clients and to communicate better, and with more efficiency and professionalism.

For more information or to reserve a seat on this training course please contact us today!

We are flexible! Should you require training to be carried out in-house, we would be happy to discuss your needs and come up with a suitable solution for you.