

## 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 persons working in clinical research in Belgium. Clinical Research Professionals do not only need a specific scientific degree and/or background but often a fluency in all three operating languages in clinical research (Dutch, French and English) is a necessity. By communicating more efficiently, you will be able to perform better when you interact with clients in a non-native language.

To help build up all their skills to a higher level, this course of four half days will improve employees' French, Dutch or English. All participants should have a good basic language level (A2 level must be met). This course is designed to make employees more confident when having conversations in a non-native language.

### 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.

### Topics that are being covered during this training are:

- Written communication: email formulation, difference in formal and informal mails and message delivery
- Verbal communication:
  - Interrelational: first impressions and focus points in verbal communication (“elevator pitch”, use of voice, choice of words, use of tone, etc.)
  - Importance of nonverbal communication: eye contact, active listening, use of silence
  - Phone communication: vocabulary during phone conversations and exercises
- Presentations: how to build a presentation and how to use techniques learned during verbal communication in delivery, assertiveness, dealing with difficult questions
- Repetition of grammar: conjugation of verbs, general grammar rules

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.**

**Call our office on +32 15 28 15 05!**