

## Venue:

Biomedicum Helsinki I, Meilahti Campus, Finland

1. Biomedicum Helsinki 1
2. Biomedicum Helsinki 2
3. Biomedicum Helsinki 3
4. Haartman Institute
5. National Library of Health Sciences
6. Meilahti Hospital
7. Hospital for Children and Adolescents
8. Department of Obstetrics and Gynaecology
9. Department of Otorhinolaryngology and Ophthalmology
10. Department of Oncology
11. Western Emergency Hospital
12. Triangle Hospital
13. Trauma Center
14. Finnish Institute of Occupational Health
15. Helsinki Polytechnic Stadia
16. Institute of Dentistry
17. Department of Forensic Medicine
18. National Public Health Institute



## Effective Communication

**Biomedicum Helsinki I  
Meilahti Campus  
Finland**

**26th August 2009**

**Speaker: Alex Selwood**

**For all enquiries and to book your place for this event email:  
[suzanne@vsmeurope.com](mailto:suzanne@vsmeurope.com)**

No matter how expert or experienced we are technically, or how many years we have spent training, teaching or learning our jobs, one of the most challenging aspects of being a leader is connecting with others and getting our messages across effectively. This cross-cultural and cross-industry challenge is omnipresent and your time with Alex Selwood will help you look at this puzzle in a unique and stimulating way. You will have the opportunity to explore real-life issues that you come across daily.

By the end of the session you will have:

- Explored the barriers to communication, and some simple ways to break through them
- Appreciated the differences in communication style, and how to flex your approach to others
- Developed a personal plan on how best to manage your workflow
- Connected with other colleagues in your field and shared ideas and strategies for success in this field

### Your facilitator: **Alex Selwood**



Alex has been a business facilitator since 1994, following a successful commercial career with Mars Confectionery. Prior to this, he was an explosives and mining engineer working on coal and gold projects in the UK and South Africa.

Alex is an exceptional facilitator and business coach. He applies a high energy, empathetic facilitation style and has significant depth of experience across a broad range of topics. He specialises in management skills training and business coaching and has a proven track record of managing major development projects with many market leading international clients across a wide variety of industries and markets. He operates across the globe with an emphasis on the European and US market place.

## Programme

<b>10:45</b>	<b>Registration and Coffee</b>
<b>11:00</b>	<b>Opening Remarks: Professors M Sanz &amp; N Wilson</b>
<b>11:15</b>	<b>Communication: Introduction, styles and preferences</b>
<b>11:45</b>	<b>Taking responsibility and flexing approach</b>
<b>12:30</b>	<b>Lunch</b>
<b>13.30</b>	<b>Review of core outputs from morning session</b>
<b>13:40</b>	<b>Rapport, communication filters &amp; their impact on “perception”</b>
<b>14:00</b>	<b>Introduction to communication filters</b>
<b>14:45</b>	<b>Conflict &amp; Dealing with difficult situations</b>
<b>15:15</b>	<b>Coffee</b>
<b>15:30</b>	<b>Managing the workflow</b>
<b>16:55</b>	<b>Practical activity: Typical dilemmas</b>
<b>17:15</b>	<b>Final conclusions and action planning</b>
<b>17:25</b>	<b>Closing remarks</b>
<b>17:30</b>	<b>FEHDD Business Meeting</b>
<b>18:00</b>	<b>Close</b>

**For all enquiries and to book your place for this event  
email: [suzanne@vsm europe.com](mailto:suzanne@vsm europe.com)**