

13th – 15th November 2014, Artis Centrum Hotel, Vilnius, Lithuania

**Improved performance through enhanced communication:
Getting bosses and staff to talk**

Thursday

- 16:00 – 17:00 Arrival and refreshments
- 17:00 – 17:15 Opening presentation from EAWOP Executive Committee and description of the programme - *Helen Baron and Dr Angela Carter*
- 17:15 – 19:00 What communication challenges are we facing at work? Facilitated case study development – *Dr Edita Dereškevičiutė and Dr Diana Rus*
- 19:00 – 20:00 Free time & pre-dinner drinks
- 20:00 - ... Dinner

Friday

- 09:00 – 11:00 Formal and informal communication in the workplace: What works best? – *Dr Kathryn Waddington and Dr Angela Carter*
- 11:00 – 11:30 Refreshments and discussion
- 11:30 – 13:00 Formal and informal communication in the workplace: What works best? – *Dr Kathryn Waddington and Dr Angela Carter (continued)*
- 13:00 – 14:00 Lunch
- 14:00 – 18:00 Understanding communication challenges - Facilitated case study development (incorporating refreshments at 16:00) – *Dr Edita Dereškevičiutė and Dr Diana Rus*
- 18:00 – 20:00 Guided walking tour of Vilnius Old City
- 20:00 - ... Dinner

Saturday

- 09:00 - 11:00 Practical tools and techniques to facilitate effective manager-employee relationships - *Dr Deirdre O'Shea and Sarah Brooks*
- 11:00 – 11:30 Refreshments and discussion
- 11:30 – 12:30 Overcoming communication challenges at work - Facilitated case study development – *Dr Edita Dereškevičiutė and Sarah Brooks*
- 12:30 – 13:00 Evaluation of programme and next steps – *Dr Angela Carter and Helen Baron*
- 13:00 – 14:00 Lunch and depart

WorkLab closes – safe journey home