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*