

## Topics and Speakers for Tuesday 13<sup>th</sup> July 2010

### **Communicating Under Pressure**

Mary Pierson and Michael Yale – Oval Consulting

Effective communication is vital in business, particularly when the pressure is on. This session from Oval Consulting will provide you with effective and practical techniques to stay calm and relaxed when delivering your message in difficult circumstances. Be it in the field of customer service, sales, meeting management, employee performance feedback, or presentation skills, this highly interactive session will explore strategies to help you communicate effectively and stay in control.

#### **The talk will cover**

- Image and the importance of first impressions.
- Impact management
- Influence and rapport.
- Getting your message across with clarity by speaking with authority and focus.
- Handling nerves and the psychology of challenge.
- Building confidence in your own delivery, including engaging your “audience”
- Tips and techniques of the professional speakers.

### **What healthcare can learn from commercial finance in FMCG**

Tim Maguire – That Figures

We will discuss the opportunities that exist in our relationships with Key Customers and how Financial Acumen can open up conversations with our customers at all levels. Examples will be included and the group will have the opportunity to work through some case material.

- Introduction to the company and why it came about.
- FMCG evolution and links to healthcare.
- The new opportunity for Pharma.
- The income statement but not as you know it.

### **Motivation Skills for 2<sup>nd</sup> line Management – getting the best from others**

Rob Hayes – Excel Academy

Getting the best from others is surely one of the ultimate challenges for senior managers. This session will offer practical insight into how to understand motivational drivers and build commitment from others. It includes:

- The 5 levels of performance and what they really mean
- How to uncover prime motivations in 10 minutes
- Motivation and the stages of contribution
- Tips on overcoming performance blocks and challenging performance levels

The session will be stimulating, relevant and based on learning by doing. No slides will be used. You will leave with skills that can be applied in everyday situations.

### **NHS Changes - How this Affects the Pharmaceutical Industry**

Mr Noel Staunton - Consultant Pharmacist, 3i Consultancy Ltd

In his session he will discuss the very latest NHS changes and try “to sort the wheat from the chaff”. The emphasis will be on what’s real to pharma and what isn’t.

His interactive session will discuss the implications of the June budget and any announcements made by the new Health Secretary.