

Module and Concepts	Outcomes	Duration
Module 1: Chairing virtual meetings <ul style="list-style-type: none"> • Structuring virtual meetings • Facilitating meaningful discussions • Leveraging virtual communication tools 	<ul style="list-style-type: none"> • Review strategies for leading virtual meetings more effectively 	90 min
Module 2: Participating in virtual meetings <ul style="list-style-type: none"> • Enhancing virtual presence • Contributing to productive discussions • Managing common challenges 	<ul style="list-style-type: none"> • Identify participatory techniques for playing an active role in virtual meetings 	90 min
Module 3: Effective teleconferencing skills <ul style="list-style-type: none"> • Managing distractions and time effectively • Communicating clearly • Moving from talk to action 	<ul style="list-style-type: none"> • Discover a communicative approach for making teleconferences smoother and more productive 	90 min
Module 4: Effective crisis communication with internal stakeholders <ul style="list-style-type: none"> • Giving updates and sharing information • Reassuring stakeholders 	<ul style="list-style-type: none"> • Recognise strategies for engaging with internal stakeholders in times of crisis 	90 min

<ul style="list-style-type: none">• Building consensus for resolutions		
Module 5: Effective crisis communication with external stakeholders <ul style="list-style-type: none">• Dealing with complaints• Refusing requests• Navigating policy constraints	<ul style="list-style-type: none">• Recognise strategies for engaging with external stakeholders in times of crisis	90 min

Per ulteriori informazioni, [contattaci](#).