

	MON	TUE	WED	THU	FRI	SAT
9.00-10.00  10.30-11	Opening  Documentation theory+hands-on	<u>Preliminaries</u> Telephone	<u>Preliminaries</u> Video observation of interaction	Preparatory exercises + Documentation [2] HEALTHCARE	Role-play (video) ADMIN/LEGAL	Role-play (telephone) MIXED (STUD-LED)
11.00-13.00	Documentation theory+hands-on	<u>Preliminaries</u> Video	Preparatory exercises + Documentation [1] BUSINESS	Role-play (video) HEALTHCARE	Role-play (telephone) ADMIN/LEGAL	Role-play (video) MIXED (STUD-LED)
14.00-16.00	Documentation theory+hands-on	<u>Preliminaries</u> Telephone observation of interaction	Role-play (telephone) BUSINESS	Preparatory exercises + Documentation [3] ADMIN/LEGAL	Role-play (video) HEALTHCARE	Organisation of calendar of trial-calls with companies
16.15-18.00	<u>Preliminaries</u> (Vocal hygiene)	Market survey+ description of VEASYT platform  Glossary+ descript. of DUALIA platform	Role-play (video) BUSINESS	Role-play (telephone) HEALTHCARE	Role-play (telephone) HEALTHCARE	Evaluation questionnaires and discussion