



## Invitation to an ETUI Education course

20 February 2017

### To all organisations affiliated to the ETUC

Dear Colleagues,

ETUI Education invites you to attend the training activity “**Verbal communication for effective TU action**”. It will be delivered in cooperation with the Austrian ÖGB and AK in Vienna, **17 - 19 May 2017**.

This fourth edition of the training focuses on verbal communication and soft skills for Trade Union activities. In particular, the voice is an essential tool for communication and interaction when unionists have to discuss, negotiate and mobilize.

A better use of the voice - including one's breathing and well-being in stressful situations - together with related soft skills can reinforce the effectiveness of Unions' actions.

### Aim and objectives

The following aims have been set:

- to understand how an effective verbal communication has a positive impact on TUs activities;
- to provide participants with a toolbox for the sovereign use of the voice;
- to help participants in further developing their vocal skills as speakers.

### Working languages

English.

### Programme

The enclosed draft programme will give you an overview of the course contents. The final programme will be sent out with the confirmation.

### Venue

AK BIZ  
Theresianumgasse 16-18,  
1040 Wien

### Accommodation

**Clima City Hotel**  
Theresianumgasse 21a  
1040 Wien

### Participants

Trade Unionists, in particular young officers, dealing with complex conversational situations in national and transnational contexts.

### Arrival and departure

Participants are expected to arrive on 16 May 2017 for dinner and leave on 19 May 2017 (no flight back before 3 pm).

### How are enrolments processed?

A maximum of 18 participants can be accepted. The final confirmation of the participants will be done by the team of trainers bearing in mind the requirements for the target group. We ask you to bear in mind the recommendations of the ETUC Action Plan for women which call for the proportional representation of women in trade union activities.

### Participants' registration

Please fill in a copy of the enclosed form for each participant and return it to the ETUI Education Secretariat (Sylviane Mathy, [smathy@etui.org](mailto:smathy@etui.org)) **no later than 14 April 2017.**

### Payment of registration

Participation fees vary depending on which group your country is from. (See tables on last page). Participation fees for this course are:

- For group I: 180€ (3 days @ 60€)
- For group II: 72€ (2 days @24€)
- For group III: 45€ (2 days @15€)

An invoice will be sent to the organisation upon confirmation of the enrolment. We kindly ask you to pay this invoice before the start of the course.

**Please note that in case of cancellation of participation 5 working days before the beginning of the course, no refund shall be granted (the total amount will be invoiced).**

It is **essential** that you mention in your payment order the number of the invoice and customer reference number.

### Reimbursement of travel and accommodation costs

Travel and accommodation costs will be covered by ETUI Education, only for participants coming from member states of the European Union, Albania, the FYROM, Serbia, Montenegro and Turkey. Travel costs will be reimbursed on the basis of the most economic fare available (economy class) in accordance with European Commission regulations. **Taxis will not be reimbursed.**

### Additional information

Should you need any additional information please do not hesitate to contact the ETUI Education Secretariat, Sylviane Mathy, e-mail: [smathy@etui.org](mailto:smathy@etui.org)

Yours sincerely,

Ulisses Garrido  
Director, Education Department  
Enclosed: Registration Form +Draft Programme

Group I : 100% of participation fees or 60€/day

Andorra
Austria
Belgium
Cyprus
Denmark
Finland
France
Germany
Iceland
Ireland
Italy
Liechtenstein
Luxembourg
Malta
Monaco
Norway
San Marino
Spain
Sweden
Switzerland
The Netherlands
United Kingdom

Group II : 40% of participation fees or 24€/day

Croatia
Czech Republic
Estonia
Hungary
Latvia
Lithuania
Portugal
Poland
Slovak Republic
Slovenia

Group III : 25% of participation fees or 15€/day

Albania
Bulgaria
FYROM
Greece
Montenegro
Romania
Serbia
Turkey