

## EuroGentest and the workshops on accreditation

EuroGentest NoE intends to **harmonize and improve the overall quality of genetic testing services in Europe**. A part of the project focuses on accreditation and quality management and more in particular on training and continuous education of personnel.

A series of training workshops had been organized so far, with the **aim to aid laboratories in the process of developing quality systems and working towards accreditation**. Besides this, the workshops also contribute to the harmonization of the approaches to accreditation of genetic testing services in Europe.

Different topics were already tackled, like accreditation, IT support in medical laboratories and internal audit. The **ISO standards** (ISO 15189 and ISO 17025) are the basis of all workshops, as well as CPA standards for medical laboratories and CCKL guidelines to a lesser degree.

The workshops are meant to be **very interactive**, with only brief formal presentations.

EuroGentest partner "**Management, Consulting & Research**" (MCR) Leuven, a specialist in the "human side of change processes", participates actively in the organization and in the training sessions.

## Aim upcoming workshop

Implementing a quality system in a laboratory is not just about writing procedures and getting your document system right.

Very often the biggest challenge lies in convincing your laboratory staff that this new quality management system has a real added value and in motivating them to actually change their behaviors.

In this workshop we want to provide you with some **overall insights on the 'human, behavioral' side of change** and we will present you some techniques to manage this part of the change process. We will use case studies and role play to help you to apply these insights and techniques on real life situations.

## For who?

The participants of this workshop will include quality managers, lab directors and **everybody who is responsible for driving the quality management system in his/her lab and who needs to get the buy-in of others**.

As the **number of participants is limited to 20**, we can only accept **maximum two people of the same laboratory**.

The workshops are in **English**.

## Programme

### Thursday, February 8

08.30h	Registration desk open
09.00h	Welcome/introduction/agenda
09.15h	The human side of change – <b>Quotes discussion</b>
09.40h	<b>Individual Reflection</b> - Formulating best practices and case studies
10.00h	Interactive presentation alternated with short case exercises - The human side of change – <b>General principles</b>
10.45h	Break
11.00h	Interactive presentation alternated with short case exercises - The <b>psychology of change, different approaches</b> towards change, <b>stakeholder management</b>
12.30h	Lunch
13.30h	Interactive presentation alternated with short case exercises - <b>Managing resistance to change</b>
15.30h	Break
15.50h	Best practice sharing
20.00h	Dinner with the whole group

### Friday, February 9

08.30h	Interactive presentation: 'How to <b>communicate persuasively</b> in times of change?' 'How to build a case for change'
09.00h	Role play
10.40h	Break
11.00h	Case work - <b>Applying principles of change management</b> to the own case
11.40h	Case work - Sharing key learnings
12.30h	Final discussion and wrap up
13.00h	Lunch

## When?

**Start:** Thursday 7 February 2008 at 8.30am

**End foreseen:** Friday 8 September 2007 at 2pm

## Where?

### **Novotel Nice Centre**

8-10 Parvis de l'Europe

F-06300 Nice

France

## Registration

**Via the EuroGentest website:**

<http://www.eurogentest.org/unit1/workshops.xhtml>

**Registration closes November 16, 2007** (but note that the number of places is limited).

Your registration is not confirmed until full payment is received.

## Workshop fee

**400 euros per person**

**500 euros per person for industrial partners**

The fee covers two nights of accommodation at Novotel Nice Centre, documentation, restaurant dinner together on Thursday evening, plus two lunches and morning and afternoon refreshments. Travel costs and additional nights are at the expense of your laboratory.

## Cancellation policy

For cancellation **within four weeks** of the workshop, 50% of the registration fee is due to cover our costs.

For cancellation **within two weeks or no-show**, registration will be billed in full. There is no penalty if you send someone else in your place.

## Contact information

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You can also find more information on our website:

[www.eurogentest.org/unit1/workshops.xhtml](http://www.eurogentest.org/unit1/workshops.xhtml)

## WORKSHOP

# Towards accreditation – Managing the human side of change

7-8 February 2008  
Nice

