



## GMP Webinar Series "Covid-19: Audits and Inspections – Communication in a digital world"

Part 1: Thursday, 25 June 2020, 14.00 – 15.30 h

Part 2: Tuesday, 07 July 2020, 14.00 – 15.30 h

Part 3: Monday, 20 July 2020, 14.00 – 16.00 h



GMP Webinar Series

# Covid-19: Audits and Inspections - Communication in a digital world (Part 3)

Date:

Monday, 20 July 2020, 14.00 – 16.00 h CEST

Speaker:

Peter Chr. Zimmermann, iskom, Germany

ECA has entrusted  
CONCEPT HEIDELBERG with the  
organisation of this webinar.

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## Background

In times of Covid-19, remote audits and inspections are more and more in the focus. Despite the pharmaceutical knowledge of the auditors and inspectors, the basics of communication and conversation techniques and how to determine and solve discussions – also in case of challenging situations – are indispensable for a smoothly running inspection or audit. Especially, a structured communication and a confident appearance in a digital world are of high importance and will support the final outcome of the audit positively.

## Educational Objectives

This webinar is part 3 of the GMP webinar series „Covid-19: Audits and Inspections - Communication in a digital world“. You will be informed about de-escalation strategies and techniques and how to use it in a challenging situation. In order to avoid discussions about findings and their ratings or to avoid to close the audit prematurely, structures of personalities and solutions of conflicts will be described and explained:

- Conflicts and types of conflicts
- How to determine and solve conflicts
- Character and personality
- De-escalation strategies
- How to handle difficult audit situations and complicated communication partners?

## Target Audience

This webinar is designed for auditors, QPs and inspectors as well as for personnel working in the Quality Control and Quality Assurance department.

## Speaker



### Peter Chr. Zimmermann, iskom, Germany

Mr Zimmermann is supervisor BDP and specialised in work- and organisational psychology. His responsibility includes among other things training of communication and conversation skills, rhetoric and presentation techniques, argumentation and negotiation as well as leadership and motivation. During the last years he has trained more than 500 auditors.

## Fees (plus VAT)

Single participation: € 199,- for ECA Members  
Single participation: € 249,- for non-ECA Members  
(This fee does not include the ECA Membership. You will find more about the ECA Membership at <https://www.gmp-compliance.org/about-the-academy>).

## Participation of a Group

You have colleagues who also want to participate in the webinar? Then register yourself and your colleagues as a GROUP! You can view the webinar either together (e.g. in a conference room, etc.) or also each individually on your own PC.

## Group Participation (fee per person):

3-10 Persons € 211,65  
11-20 Persons € 186,75  
more than 20 Persons € 161,85

## Registration

By mail, fax, e-mail or online on the Internet at <https://www.gmp-compliance.org/>. In order to avoid misunderstandings, please indicate the exact address and the full name of the participant. You will receive your access data by e-mail in due time prior to the event.

## Technical Requirements

For our webinars, we use Cisco WebEx, one of the leading suppliers of online meetings. At <http://www.webex.com/test-meeting.html> you can check if your system meets the necessary requirements for the participation at a WebEx meeting and at the same time install the necessary plug-in. Please just enter your name and email address for the test. If the installation is not possible because of your rights for the computer system, please contact your IT department. WebEx is a standard nowadays and the necessary installation is fast and easy.

## Presentation/Certificate

The presentation will be made available to you prior to the Webinar as a PDF file. After the Webinar, we will automatically send you a certificate of participation.

## Do you have any questions?

For questions regarding content please contact:  
Ms Anne Günster, phone +49(0)6221 / 84 44 50  
email: [guenster@concept-heidelberg.de](mailto:guenster@concept-heidelberg.de)

For questions regarding organisational aspects please contact:  
Ms Marion Weidemaier, phone +49(0)6221 / 84 44 46  
email: [weidemaier@concept-heidelberg.de](mailto:weidemaier@concept-heidelberg.de)

Registration for Part 3 of the Webinar Series "Covid-19: Audits and Inspections – Communication in a digital world" on Monday, 20 July 2020, 14.00 – 16.00 h CEST

Speaker: Peter Chr. Zimmermann, iskom, Germany

Please fax to CONCEPT HEIDELBERG, +49 (0)6221 / 84 44 34 or you register online at [www.gmp-compliance.org](http://www.gmp-compliance.org).

Please tick:

- Single Participation**
- Group Participation**
  - 3-10 Persons
  - 11-20 Persons
  - more than 20 Persons

**Important:**  
Deadline is 09.00 am  
on 20 July 2020

Title, First Name, Last Name

Company

Department

VAT ID No. (mandatory)

Street

Postal Code/City

Phone

Fax

E-Mail (mandatory for your registration)

### General Terms and Conditions

If you cannot attend the conference you have two options:

1. We are happy to welcome a substitute colleague at any time.

2. If you have to cancel entirely we must charge the following processing fees:

Cancellation until 2 weeks prior to the conference 10 %, until 1 week prior to the conference 50 %, within 1 week prior to the conference 100 %.

CONCEPT HEIDELBERG reserves the right to change the materials, instructors, or speakers without notice or to cancel an event. If the event must be cancelled, registrants will be notified as soon as possible and will

receive a full refund of fees paid.

Terms of payment: Payable without deductions within 10 days after receipt of invoice.

Important: This is a binding registration and above fees are due in case of cancellation or non-appearance. If you cannot take part, you have to inform us in writing. The cancellation fee will then be calculated according to the point of time at which we receive your message. In case you do not appear at the event without having informed us, you will have to pay the full registration fee, even if you have not made the payment yet. Only after we have received your payment, you are entitled to participate in the conference (receipt of payment will not be confirmed!)