In this webinar we started with an overview of the Global Laboratory Leadership Programme (GLLP), a training initiative aiming to provide laboratory professionally with tools to develop leadership competencies and advance national laboratory systems. The creators of the programme have developed a competency framework which outlines type and scope of skills needed to be an effective laboratory leader.

We then went on to have a brief introduction to ‘General Communication’, one of the core competencies of GLLP competency framework. We learned about the benefits of effective communication (see graphic below), discussed types and channels of communication available in the laboratory and finally reviewed best practices in planning and deliver a presentation, always taking into careful consideration the audience the message is being relayed to and minimizing the numbers of key messages presented to around three points.

We also heard country experiences, namely from Serbia, from Dr Maja Stanojević who shared her experience working as a laboratory coordinator at the beginning of the pandemic and as a mentor for laboratory quality, where efficient direct communication and active listening were fundamental tools to create productive mindshifts; and from Pakistan, with Dr Massab Umair sharing his experience of successfully adapting diverse communication content according to the audience and means of delivery, as well as the importance of communication in keeping staff motivated and highlighting the importance of their work as the National Reference Laboratory.

The webinar concluded with a few key take-away points, including how communicating with others is essential to manage high-stress situations, and is a useful first step in trying to resolve workplace conflicts, especially when using actively listening to understand not just the other persons ideas, but also why they hold that perspective.

**Useful links (click on blue text)**

Webinar recordings: AR- EN – FR – RU – PT - SP

Presentations: Dr Rita Drago – Ms Rebecca Kaiser – Dr Maja Stanojevic – Dr Massab Umair

Questions answered by the presenters: EN

*The interpretation of proceedings serves to facilitate communication and does not constitute an authentic verbatim records of the proceedings. Only the original speech is authentic.*