

## Webinar

# Happiness and Engagement in the workplace for quality services

13<sup>th</sup> November 2019, 10:30 – 12:00 CET

### Programme

#### Background

Motivation and happiness of the staff can lead to improved services that can more effectively promote social inclusion of end users. For this reason, it is important that organizations active in the field of care have the opportunity to learn new methods and apply new tools to support and measure happiness in the workplace.

#### Who is the webinar for?

All EPR members are invited to attend the webinar.

#### Format

This is an interactive webinar where participants will be able to interact online through discussion and shared experiences and actions in their centres.

#### Registration & practical information

##### Online registration:

Please register your participation for the EPR Happiness in the workplace for quality services Webinar on the 13th November 2019, 10:30 – 12:00 CET at the online form [here](#). *If you registered but are no longer able to attend, please email one day in advance Alicia Gomez Campos at [agomezcampos@epr.eu](mailto:agomezcampos@epr.eu)*

##### How to join the webinar through GoToMeeting?

[Are you new to GoToMeeting?](#)



This event has received financial support from the European Union Programme for Employment and Social Innovation “EaSI” (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>



- 1) Please contact Alicia Gomez Campos (agomezcampos@epr.eu) to schedule a “Test session” prior to the meeting.
- 2) Self-system check: <https://link.gotomeeting.com/system-check>  
If your internal systems don't allow the use of such a programme, you can also download the app for Android or Apple.
- 3) Get the App to better access the Webinqr <https://global.gotomeeting.com/install/730873397>

If you wish to just join without downloading the App you can also do that from your computer, tablet or smartphone using this link:

<https://global.gotomeeting.com/join/730873397>

How to join using your phone? (Please be aware that the quality of the call might be poor both for listening and participating)

For supported devices, tap a one-touch number below to join instantly

United Kingdom: +44 20 3713 5011

- One-touch: tel:+442037135011,,730873397#

Access Code: 730-873-397

#### **Tips to join the webinar:**

- Connect at least 15 minutes before the start of the meeting.
- Using headset and microphone or headphones is highly recommended to improve your participation experience and prevents many sound related issues and ensures a better sound quality
- Please make sure you are using a good internet connection for the quality of sound/video.
- If possible, please join the webinar from a quiet room or far/without main entrances.

## **Programme/Agenda**



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- 10:15**                    **Registration to the webinar**
- 10:30 – 10:45**        **Welcome and introduction, introductions to participants**  
*EPR*
- 10.45 – 10.50**        **Compendium of good practices in staff engagement, motivation and retention**  
*EPR*
- 10:50 – 11:35**        **EPR members** presenting current practices/services developed in their own organization.  
Presentation from **Natalie Schurmann**, trainer, leadership coach and psychologist.
- 11.35 – 11.45**        **Update on Mental Health Working Group on the topic**
- 11:45 – 12:00**        **Wrap up and conclusions**

