Today’s world calls for a multi-channel approach to stakeholder engagement initiatives. Upskilling customer-facing teams to effectively flex their interactions whether in-person or virtually will instill comfort and success in the field.

VIRTUAL ENGAGEMENT

A mindset transition is essential in learning to deliver or receive content virtually.

Whether your team is using Veeva Engage or another platform to engage with stakeholders, our Learning Solutions team has the customizable content to support your business goals.
Syneos Health specializes in designing and delivering impactful virtual delivery solutions.

Over the past few years, we have evolved our virtual training and content delivery capabilities, resulting in powerful solutions that assist organizations in making transitions into the world of virtual training by focusing on:

**Four Pillars of Virtual Delivery Success**

- Designing Your User Experience (UX)
- Assessing & Building Technology Capability
- Adapting Your Content
- Preparing Your Presenters

The requirements for successfully executing virtual training and meetings are multi-faceted. Therefore, it is essential for organizations to find the right combination of capabilities to effectively make the transition into virtual delivery.

Services offered include:

- Launch Training, NSM, POA
- Customer Interaction Technology Platform Training
- Power Point Training conversion to SME Chats or Engagement modules
- Use of Stage Right Studio for Broadcasting & Video

![Virtual Delivery](image)
VIRTUAL INTERACTION & ENGAGEMENT SKILLS

Services offered include:

+ Customer Interaction Effectiveness (Rep., MSL, Account Managers, etc.—all field teams)
+ Team Collaboration and Interaction
+ Virtual Collaboration and Interaction
+ Customer Interaction Effectiveness (Rep., MSL, Account Managers, etc.—all field teams)
+ Customer Interaction Technology Platform Training
+ Field Team re-entry into Engagement in the New Normal Multi-Channel Environment (Strategic Guidance and Training)
+ Virtual Facilitation
+ Virtual Training
+ Clinical/Medical and Clinical Investigator Site Training
+ Virtual Upskilling Tips Sheets, Check Lists and Manager Evaluation

Adobe Connect
Microsoft Teams