



AGENDA

Session One: Consumer Pro | Best Practice Seminar - CELEBRATE! 15th May 2023 (11.00 – 13.00 CET)

Time	Content
11.00 - 11.10	WELCOME TO THE SEMINAR Introductions
11.10 - 11.15	HOUSEKEEPING
11.15 - 11.35	OFFICIAL WELCOME Monique Goyens, Director General of BEUC Daniele Bankier, Head of Unit in DG Justice and Consumers
11.35 - 11.45	LOOKING BACK - Interactive Recap of the Consumer Pro Project
11.45 - 12.00	SETTING THE SCENE Exploring the next five days Celebrate – You as Consumer Professionals: Sessions 1 & 2 Cultivate – New ideas and thoughts to build capacity: Sessions 3 & 4 Collaborate – Handing over the programme reins to foster ideas and connections to build capacity: Session 5
12.00 - 12.05	STRECH LEGS BREAK
12.05 - 12.50	WELCOME BACK & TIME TO BLOW SOME TRUMPETS! Exploring Consumer Professional capacity building success stories and best practice. <i>"You need to be aware of what others are doing, applaud their efforts, acknowledge their successes, and encourage them in their pursuits. When we all help one another, everybody wins." – Jim Stovall</i>
12.50 - 13.00	CLOSING Sharing Takeaways What's coming next in Session Two