

CAW The College of Animal Welfare

Head Nurse Congress

20-21 May 2017



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Head Nurse Congress Programme

Day One, 20 May 2017

9.00-9.30	Registration
9.30-9.35	Chairman's welcome <i>Claire Defries, The College of Animal Welfare</i>
9.35-10.20	Making your team shine <i>Simon Attack FCMI FIC MCIM, Ace Tech Training</i> Are you proud of your team and feel it's often overlooked? Do your clients know how important your team are? And, more importantly, do your team feel valued and appreciated? This session will show you how you can promote your team and their skills to, not only improve your practice's loyalty and reputation, but to ensure your staff members are all working together towards the same goals.
10.20-11.05	Taking charge of challenging staff members <i>Wendy Smith LLM, CMgr FCMI, Chartered FCIPD, HR Consultant</i> Most of us have come across 'difficult' colleagues at some point in our working life. But how do you deal with these types of people when you are their manager? Exploring what makes these people challenging to work with and learning how to handle these situations is an art worth perfecting. During this session you will also gain a greater understanding of employment law and how to use disciplinary procedures effectively.
11.05-11.35	Morning break
11.35-12.20	Together everyone achieves more <i>Karen Froud Murray VN FISMM AdCert CIM, Vital Spark Consultancy</i> What is your concept of a successful team? Have you worked on a great team and had that feeling of synergy? Have you worked on a lousy team and had your energy zapped on a regular basis? What's the meaning of TEAM? You will consider ways to integrate and develop your team, set team objectives, and plan and allocate resources. This session has it all!
12.20-12.30	Q&A panel Present questions (anonymously if desired) to the morning's speakers for clarification or discussion.
12.30-13.30	Lunch break
13.30-14.15	Managing change <i>Sam Anthony Chartered FCIPD, Positive People Solutions Ltd</i> In any business, change is inevitable and veterinary practices are no exception. Practices may experience a variety of challenges such as the opening of new premises, a change of ownership, or staff restructure. One thing that is consistent with significant change is the uncertainty it brings for all staff members. As a manager or team leader, it is your responsibility to try to make this as smooth as possible for your team through effective communication and by supporting them throughout the process.
14.15-15.00	How to be a supportive head nurse in times of need <i>Bevis Moynan BSc MABNLP, Magenta Coaching Solutions</i> We're all familiar with the expectation to not let our personal lives affect our work but as much as we might have this expectation of our employees, it's easier said than done. The best way of tackling these scenarios is to not apply a one size fits all approach. You will leave this session with the tools you need should you find yourself in this type of situation.
15.00-15.30	Afternoon break
15.30-16.15	Managing up <i>Helen Frewin MSc Cpsychol, Totem Consulting</i> Having problems with your boss? You're not alone. During this session you will take a look at the common causes of frustration and misunderstanding, and learn how to improve your relationship to increase your chances of getting your boss on your side.
16.15-16.30	Q&A panel Present questions (anonymously if desired) to the afternoon's speakers for clarification or discussion.
16.30-16.40	Close of congress
17.00-18.00	Happy hour

Head Nurse Congress Programme

Day Two, 21 May 2017

9.00-9.30	Registration
9.30-9.35	Chairman's welcome <i>Claire Defries, The College of Animal Welfare</i>
9.35-10.20	11 ways to get leadership and management awesomeness <i>Erwin Hohn BVSc BA(Hons) MBA FCMI MRCVS, The Medivet Partnership</i> As the leader – you're still a member of the team! Interpersonal skills are KEY in managing people. Improve the way you deal with people by better understanding yourself and then making an effort to better understand others – everyone's a customer...all the time! Delegates will go away from this session with a better understanding of the key attitudes and behaviours that will improve their effectiveness as a manager or leader.
10.20-11.05	Vetskill futures <i>Barbara Drysdale RVN CertEd, VetSkill</i> VetSkill is an Ofqual recognised awarding organisation specialising in qualifications for the veterinary and animal welfare sectors, and they have ambitious plans! Find out more about the exciting qualifications they have developed and will be launching in 2017/18.
11.05-11.35	Morning break
11.35-12.20	Managing and resolving conflict and clashes <i>Helen Tottey RVN, Onswitch</i> People have different points of view and, under the right set of circumstances, those differences can escalate to conflict. How you handle this conflict determines whether it works to the team's advantage or contributes to its demise. This session will enable delegates to identify techniques that can be particularly helpful when dealing with conflict and clashes in practice.
12.20-12.30	Q&A panel Present questions (anonymously if desired) to the morning's speakers for clarification & discussion.
12.30-13.30	Lunch break
13.30-14.15	Dealing with complaints <i>Julie Beacham BSc (Hons) CVPM, VPMA</i> At some point, everyone in veterinary practice has to deal with an upset client. The challenge is to handle the situation in a way that leaves the customer feeling listened to and valued. This is even your opportunity to turn an unhappy client into an ambassador of your practice! How you deal with complaints is just as important as preventing them. This session will provide you with practical ways of managing complaints, both on and off line.
14.15-15.00	Creating positive discipline <i>Wendy Smith LLM, CMgr FCMI, Chartered FCIPD, HR Consultant</i> The key to positive discipline is to involve and motivate employees in fostering appropriate behaviours. By setting out clear processes and guidelines, your employees will fully understand what is expected of them. Find out more about the tools that you can take back to practice to support a happy working environment of mutual respect.
15.00-15.30	Afternoon break
15.30-16.15	Mastering meetings <i>Lauren Todd RVN FdSc C&GCertVNES E-SQP, CVS Group Plc</i> Have you attended a meeting that you thought was a total waste of time? Have you hosted a meeting that left you feeling that little was accomplished? Great meetings require planning, preparation and execution! This session will provide quick tips that will have you delivering masterful meetings in no time!
16.15-16.30	Q&A panel Present questions (anonymously if desired) to the afternoon's speakers for clarification & discussion.
16.30-16.40	Close of congress

Head Nurse Congress 2017

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A: Day one £150+ VAT
 B: Day two £150+VAT
 C: Both days £215+VAT

Full Price Rate

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