

 The College of Animal Welfare

Head Nurse Congress 2018

Saturday 19 - Sunday 20 May

...For head nurses and practice managers

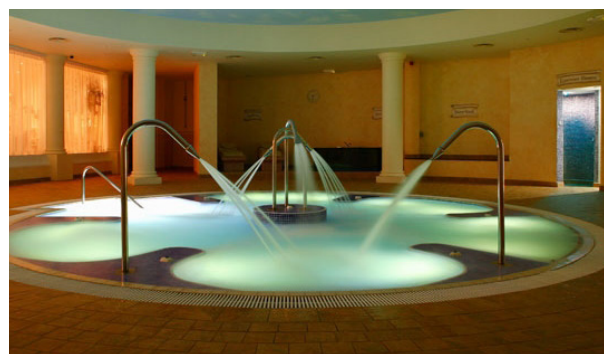
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Head Nurse Congress Programme

Day One, 19 May 2018

- 9.00-9.30 Registration
- 9.30-9.35 Chairman's Welcome
Frank Taylor RVN, CMI Diploma in Management, Vice Principal Veterinary Studies, The College of Animal Welfare
- 9.35-10.20 GDPR is Just a Week Away: Have you covered all your bases?
Dr Charlie Barton BVSc CertVOphthal MRCVS, Director, Virtual Recall Ltd
The General Data Protection Regulations (GDPR) is the biggest change to data protection since the Data Protection Act was introduced in 1998. You will look at the implications of the changes on your practice to ensure that you remain compliant. Marketing and client communications will be considered in greater detail, with a view to ensuring that all your client details are maintained and consent is accurately obtained.
- 10.20-11.05 Who do you think you are?
Libby Kemkaran-Thompson MA VetMB MRCVS, Practice Development Coach, Vet Dynamics
Human behaviour and psychology – how does it affect our practice, our patients, our clients and team relationships? During this session, you will learn how to communicate effectively with the four different character types represented in the quadrants of the Talent Dynamics profile. You'll discover which areas and tasks you can focus on day to day that will keep you in 'flow'. You'll learn how to build a resilient team that can withstand workday pressure by using profiling in your recruitment strategy. And learn how to set goals and increase your 'success quotient' for the next five years.
- 11.05-11.35 Morning break
- 11.35-12.20 Prioritising Staff Well-being
Debbie Frost RVN Cert Ed Dip Couns, Group Trainer and Mental Health Support, Medivet
Poor mental health is now the number one reason for staff absence. It is well documented that, for all sorts of reasons, those within the veterinary profession can sometimes find themselves vulnerable. During this session you will look at the common signs of mental health problems, how to have that "difficult" conversation as painlessly as possible, accessing external sources of support and considerations to make for the rest of the team.
- 12.20-12.30 Q&A panel
- 12.30-13.30 Lunch break
- 13.30-14.15 How to find the right person for the job and keep them!
Robert Schuler BSc Hons, Senior Recruitment Consultant, BVS Veterinary Recruitment
Many practices often find themselves having to hire more staff at short notice, meaning there is little time to assess applicants. The wrong hire can be costly, while the right hire can be buried under an ever-growing stack of CVs. This session will look at the recruitment process and how you, as an employer, can attract and keep the best candidate for the vacancy and provide hints and tips for job adverts, how to screen CV's, interview techniques and when to use personality profiling.
- 14.15-15.00 Everything Doesn't Always go to Plan
Sarah Verzijl Chartered MCIPD, Senior HR Advisor, CVS Group Ltd
In this session we will look at some of the more challenging aspects of people management, such as disciplinary & grievances, absence management and (the part no one enjoys) ending contracts. We will look at managing difficult situations and best practice advice around what you can AND can't do when things get difficult.
- 15.00-15.15 Afternoon break
- 15.15-16.00 Behind Leadership: Creating personal meaning and impact
Anne-Marie Svendsen Aylott MRCVS, Leadership Coach, NLP Master Practitioner, Purple Cat Coaching
Think of leadership as a car or a bus that takes people on a journey... Vehicles tend to run out of fuel and good leadership can be hard work. In order to be a great leader it is important to recognise what your fuel is, what drives you and what gives you the passion that makes people get on the bus with you. This talk will help you identify what is key to YOU so you can stay focused no matter what is going on around you.
- 16.00-16.15 Q&A panel

Please note the organisers have the right to change the programme at short notice and without notice

Head Nurse Congress Programme

Day Two, 20 May 2018

- 9.00-9.30 Registration
- 9.30-9.35 Chairman's welcome
Frank Taylor RVN, CMI Diploma in Management, Vice Principal Veterinary Studies, The College of Animal Welfare
- 9.35-10.20 KPIs: Measuring the health of your practice
Georgina Hills RVN CVPM, Veterinary Practice Management Association
You've probably heard the term KPI (Key Performance Indicator) thrown around before but how can you use them in practice? During this session we will look at what KPIs are, how to measure them and how to use the data. KPIs can be business based, client based and patient based; all giving you the information you need to make decisions to benefit the practice and your patients.
- 10.20-11.05 Customer Service: It's not just all about customers!
Alison Pyatt BSc PhD PgDip PGCE FHEA, Lecturer at Haper Adams University, trainer for Onswitch
When we hear the words 'customer service' we naturally tend to think about our clients and how their experience of your practice influences your profitability. But they are not the only customers we should be thinking about - we should also be thinking of our employees, as their experience is just as crucial to our success. Both our clients and our team should embody the ethos and values of your practice so they remain a committed part of your business. We will take a look at practice reputation and client recommendation as well as looking at how engaging team members really pays off.
- 11.05-11.35 Morning break
- 11.35-12.20 Who's to Blame? Defending your reputation
Dr Catherine Oxtoby PhD, Risk Manager, Veterinary Defence Society
Everyone makes mistakes – as the saying goes "we're only human". Whilst for most people, their mistakes do not come to the public's attention, for those working in professions such as veterinary medicine, the consequences of an error can be severe, even fatal. During this session you will consider blame culture, negligence, how to mitigate the frequency and severity of mistakes and how to avoid common claims.
- 12.20-12.30 Q&A panel
- 12.30-13.30 Lunch break
- 13.30-14.15 Unfollow the Leader!
Melanie Young FCCA, PGCE, MInstLM, QTLS, Academic Manager, The College of Animal Welfare
Whilst some people are natural born leaders, for others it is a skill we have to master. But what makes a good leader? Leadership is not all about telling people what to do and ensuring they do things your way. Of course there has to be consistency in a team, but good leaders inspire others, listen to ideas, treat all team members fairly and ensure that everyone is performing to their best so that all team goals are met. We will take a look at leadership styles and give you ideas and techniques to get your team running smoothly.
- 14.15-15.00 Lifelong Learning: Where are you heading?
Debbie Gray RVN BSc (Hons) Cert Ed QTLS, JAK Marketing Ltd
With the amount of CPD available to veterinary nurses nowadays, it can be a minefield trying to figure out what to choose! Reflecting on your current skills and having a planned approach to CPD can allow you to map out a career pathway and make the most of your time and money!
- 15.00-15.15 Afternoon break
- 15.15-16.00 NLP Coaching
Bevis Moynan BSc MABNLP, Magenta Coaching Solutions
Do you sometimes feel like life is passing you by? Like you are never going to get all the things done that you really want to do or achieve? Through Neuro-Linguistic Programming (NLP) we will help you understand the issues that are holding you back so that you can move forward and break down the psychological barriers to move out of your comfort zone and live the life you want to.
- 16.00-16.15 Q&A panel
- 16.15 Close of Congress

Please note the organisers have the right to change the programme at short notice and without notice

Head Nurse Congress 2018

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Daytime Tel No: _____ Email: _____

Early Bird Rate (Bookings before 31 March 2018)

A: Day one £155+ VAT
 B: Day two £155+VAT
 C: Both days £249+VAT

Full Price Rate

D: Day one £199+VAT
 E: Day two £199+VAT
 F: Both days £299 + VAT

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