

 The College of Animal Welfare

HEAD NURSE CONGRESS

For Head Nurses



EARLY BIRD

Book before

30 SEPTEMBER 2020

for just

£249+VAT

Tuesday 3 and Wednesday 4 November

**East of England Arena
and Events Centre**

Peterborough, PE2 6XE

Sponsored by



Head Nurse Congress Programme

Day One, Tuesday 3 November 2020

8.30am-9.30am	Registration & Exhibition
9.30am-9.35am	Chairman's Welcome - <i>Frank Taylor, Vice Principal of Veterinary Studies, The College of Animal Welfare</i>
9.35am-10.15am	How to be an effective Head Nurse <i>Lindsey Dodd, BSc(Hons) VPAC VTS(ECC) PgCert in HE FHEA RVN, Lumbry Park Veterinary Specialists, CVS Group</i> The role of head nurse is a challenging one, and with it carries many responsibilities: a leader, mentor, colleague and manager, to name a few. Throughout her session Lindsey will explore what it means to be an effective head nurse in practice; sharing her ideas and experiences of how to get the best out of your team. She will highlight how you can create and maintain practice culture, develop standards of practice within your team and look at some of the responsibilities of being a head nurse and the skills required to work effectively in the role.
10.15am-10.55am	The gift of feedback – how you can use it to build trust, and go beyond what you thought possible! <i>Richard Casey, Veterinary Management Group</i> There are many reasons why feedback could, and often should, be given. But, unfortunately, it's often a task put off or carried out in a way where the outcome isn't positive. A recent VMG survey in partnership with SPVS found that 49% of veterinary leaders were not confident regularly providing or receiving feedback. In addition, of the respondents who did not manage others, 80% reported that their line manager was not effective at providing or asking for feedback. Therefore, what does good feedback look like and how can it be used to improve performance in practice and beyond? This session explores the various uses of feedback in the workplace, the benefits it can bring and how it can help contribute to a practice learning culture. It introduces various feedback 'models' which can assist in providing 'structure' to the conversation and help to avoid the conversation turning sour.
10.55am-11.05am	Q&A Panel <i>Present questions (anonymously if desired) to the morning's speakers for clarification & discussion</i>
11.05am-11.35am	Morning Break & Exhibition
11.35am-12.30pm (inclusive of Q&A session)	7 Sector Business Model <i>Emerson Patton, Bright Business Advice</i> Often many professionals experience frustration as a result of not having the right systems in place, the right training protocols to develop their team and huge gaps in their budgets. The Bright Business 7 Sector Business Model will help you take your team to the next level, by ensuring your department is working like a well-oiled machine. <ul style="list-style-type: none">• Systemise and organise to make effective use of your time and save thousands of pounds in unnecessary costs.• Achieve Rapid Sales Growth: Discover strategies that will allow you to generate large amounts of revenue, through better conversion rates in a shorter space of time.• Recruit, Lead, and Motivate your staff to increase productivity and reduce staff turnover.• Help you design your business plan structured around the key business areas of; Leadership & Management, Finance, Operations, HR, Marketing & Sales.• Give you the structures and systems proven to increase efficiency, effectiveness and organisation.
12.30pm-1.30pm	Lunch & Exhibition
1.30pm-2.45pm (inclusive of Q&A session)	Time Management & Delegation Skills <i>Whilmari Swift, RVN, Vet Dynamics</i> How good is your time management? We will look at where you are spending most of your time right now using Stephen Coveys 4 quadrant matrix and how to get things done more effectively. Delegation, is there an art to it? During this session, we will explore different leadership styles and the 9 steps of effective delegation. Both sessions will be interactive. We will cover: <ul style="list-style-type: none">• Be Directive with people who are just learning a new skill• Support people who are learning skills but are still gaining experience.• Encourage people who may be highly competent, but who may lack self-confidence.• Delegate to highly motivated and experienced people.
2.45pm-3.15pm	Afternoon Break & Exhibition
3.15pm-4.15pm (inclusive of Q&A session)	Increasing energy and purpose – a personal workshop <i>Anne-Marie Svendsen Aylott, MRCVS, PurpleCat Coaching Ltd</i> All of us have times where we may find work and/or personal life harder than usual, and even if we don't, there is no doubt that the higher our energy levels and our sense of purpose, the better we feel about what we do and who we are. This workshop focuses on helping delegates connect with what is important to them and how to translate that into their everyday lives. The format is interactive, practical and personal.
4.15pm-4.25pm	Close - Chair - <i>Frank Taylor, Vice Principal of Veterinary Studies, The College of Animal Welfare</i>
4.25pm-6.30pm	Social Activity (TBC) & Exhibition

Head Nurse Congress Programme

Day Two, Wednesday 4 November 2020

8.30am-9.30am	Registration & Exhibition
9.30am-9.35am	Chairman's Welcome - <i>Frank Taylor, Vice Principal of Veterinary Studies, The College of Animal Welfare</i>
9.35am-10.15am	How your team provide the necessary ingredients for a successful practice <i>Desmond Burke, Flavours School of Cookery</i> Refreshing, interesting and of course full of Flavour! Des "The chef in a suit" will deliver a thought provoking talk that will make you think and see different perspectives. Working from the grass roots of the kitchen through to the business side, Des has a gift for understanding the psychology of different people and how the influence of others can make your business flourish or fail. Learn how to recognise each of your team members unique skills that when blended together can make your practice rise to perfection.
10.15am-10.55am	Conducting Vital Appraisals <i>Ali Chadwick, The Vital Consultancy</i> Appraisals. We all know they should be 'done' but doing them well takes skill and confidence and that means that doing them at all is sometimes avoided. In this short, lively, interactive session Ali will take you through the top tips for running successful appraisals for your Vet Nurses and give you some key takeaways which will enable you to formulate an outline plan for structuring, running and reviewing your own successful appraisals.
10.55am-11.05am	Q&A Panel <i>Present questions (anonymously if desired) to the morning's speakers for clarification & discussion</i>
11.05am-11.35am	Morning Break & Exhibition
11.35am-12.25pm (inclusive of Q&A session)	VN Futures – What Does it Mean To You? <i>Jill Macdonald, DipAVN (Surgical) RVN FHEA, Royal College for Veterinary Surgeons</i> The VN Futures project exists to address the challenges and exploit the many opportunities available to us in the Veterinary Nursing profession. From creating careers ambassadors to encourage schoolchildren to consider veterinary nursing as a career, to helping nurses play an active role in One Health, to emphasising the value of veterinary nurses to practice; the aims of the project stretch across many aspects of the profession.
12.25pm-1.25pm	Lunch & Exhibition
1.25pm-2.40pm (inclusive of Q&A session)	'What's holding you back?' Barrier Beliefs and How to Smash Them <i>Dr Libby Kemkaran Thompson, MA VetMB MRCVS, Kemkaran Consulting Ltd</i> Life has a habit of pulling you down. So how do you get back up? Measure your GRIT, learn how to change those limiting beliefs that keep you 'stuck' and challenge yourself to set a new standard. Growth Mindset for those completely new to the subject, and a deeper dive for those already started on this path. WARNING! May include a game that might just change your life forever...
2.40pm-3pm	Afternoon Break (exhibition will clear down after lunch)
3pm-4pm (inclusive of Q&A session)	Enhancing Relationships <i>Bevis Moynan, Magenta Coaching Solutions</i> In this workshop learn how you can: <ul style="list-style-type: none">• Enhance your positive Influence with people professionally and personally• Overcome negative judgement of self and others to become more authentic and congruent• Challenge yourself to learn from those whom challenge you the most to develop greater flexibility in your communication style
4pm-4.15pm	Chair's Close End of Congress - <i>Frank Taylor, Vice Principal of Veterinary Studies, The College of Animal Welfare</i>

How to book...

For details of prices and how to book your place, please see overleaf to complete and return the booking form. You can also book online at www.caw.ac.uk/events/head-nurse-congress

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

Head Nurse Congress 2020

Fax Back Booking Form - Fax to 01480 422089

Name of person making the booking:

Mr / Mrs / Miss / Ms

Forename: _____ Surname: _____

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Postcode: _____

Daytime Tel No: _____ Email: _____

Early Bird Rate (Bookings before 30 September 2020)

A: Day one £175+VAT

B: Day two £175+VAT

C: Both days £249 +VAT

Full Price Rate

D: Day one £199+VAT

E: Day two £199+VAT

F: Both days £299 +VAT

Delegate Name	Personal Email Address	Price Rate (A, B, C, D, E or F)	Total
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