



The College of
Animal Welfare

Head Nurse Congress

Thursday 2 May 2024

9am-4.30pm



Official sponsor

Head Nurse Congress Programme

9am – 9.30am	Online Registration and Exhibition
9.30am – 9.35am	Chairman's Welcome
9.35am – 10.20am	Do, Delegate, Delete – The Art of Time Management and Delegation <i>Alice Hewitt BVetMed(Hons) MA PGCertVetEd FHEA MRCVS</i> Time management and delegation are an important part of any leadership role. They're important for you because they free up your time, allowing you to focus on the things that only you can do. They're important for your team because they're a way of demonstrating trust and fairness, as well as ensuring things get done. But they can be tricky skills to learn and feel comfortable using. During this session, we'll learn why time management and delegation are so impactful for leaders at all stages, how to do this in practice, and some strategies to help you along the way.
10.20am – 11.05am	Team Building – Creating a Culture of Trust and Respect <i>Debbie Robinson, VetNetics</i> Trust lies at the heart of a functioning, unified team. Without it, teamwork is impossible. If the members of the team do not trust each other, then they cannot be totally honest with each other. Respect and civility in its simplest form, is about how we treat each other at work. In high pressured veterinary environments, behaviours of disrespect and incivility can unfortunately, become common place. When a team or a practice's environment is characterised by interpersonal trust and a culture of respect, team members feel free to collaborate and feel safe making changes, which ultimately enables them to implement continuous quality improvements.
11.05am – 11.30am	Live Q&A Panel Present questions to the speakers
11.30am – 12pm	Morning break, Online Exhibition and Lounges
12pm – 12.45pm	Piggy in the Middle – The delights and frustrations of balancing upward and downward management <i>Chris White, MBA, Assoc CIPD</i> Managing a team in practice whilst also being managed yourself can be challenging. At times you can feel the positive difference you are making to your team, to patients and clients, and to the performance of the business; but at other times it can feel like an impossible job and a lonely place to be. It can be a fun game or a cruel game, depending on how the participants approach it. You can see yourself as 'stuck in the middle' or as being at the heart creating a great culture and influencing and communicating up and down to move things forward. This session offers some strategies for fostering productive relationships across all levels, for dealing with 'difficult' line managers, and for leading a team whose needs and priorities may conflict with those of 'the management'.

12.45pm – 1.05pm **Live Q&A Panel** Present questions to the speakers

1.05pm–2.05pm **Lunch break, Online Exhibition and Lounges**

2.05pm – 2.50pm **Recruitment and Retention: helping your team to flourish**

Jess Woolrich BSc(Hons) RVN, PGCert VetEd, Cert VNES

This presentation will cover the following key learning points:

- Learn how to conduct effective interviews and onboarding sessions. Consider how compassionate communication can help select you the right applicant for the role.
- Consider how connecting through communication can increase staff retention
- Learn how to have difficult/challenging conversations using compassionate communication during your 1:1 meetings and appraisals.
- Hear about how the recognised tool of "Non-violent communication" can help you in everyday conversations as a Head Vet Nurse.

2.50pm – 3.40pm **Introduction to the Mind Matters Initiative and Supporting Veterinary Nurses to Thrive**

Amy Martin BSc (Hons) RVN DipAVN, Dip Coaching and Mentoring, Vet Mind Matters

The RCVS Mind Matters Initiative (MMI) was launched in 2015 and aims to improve the mental health and wellbeing of those in the veterinary team, including students, veterinary nurses, veterinary surgeons and practice managers.

Within this session there will be an introduction to MMI and we will explore how we can work together to thrive as Veterinary Nurses, and as part of the Veterinary team.

3.40pm – 4.05pm **Live Q&A Panel** Present questions to the speakers

4.05pm–4.10pm **Chairman's Close**

4.10pm–4.30pm **Online Exhibition and Lounges**

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/



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Head Nurse Congress 2024

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