

HEAD NURSE CONGRESS 2019

Saturday 11 - Sunday 12 May

...For head nurses and practice managers



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East of England Arena and Events Centre

Peterborough, PE2 6XE



Head Nurse Congress Programme

Day One, 11 May 2019

9.00-9.30 Registration

9.30-9.35 **Chairman's Welcome**, Karen Davidson CertEd RVN, Vice Principal - Quality, The College of Animal Welfare.

9.35-10.20 **Management Apprenticeships for Head Nurses**

Melanie Young FCCA, PGCE, MInstLM, QTLS, Vice Principal-Academic Studies, The College of Animal Welfare

Leslie Heaton-Smith BA (Hons) ACIS, Vice Principal-Corporate Services, The College of Animal Welfare

You're a brilliant veterinary nurse but are you a brilliant manager? Management is a completely different skill set that you need in your leadership role. How your team support you and deliver on the promises that your practice has made to your client is very much influenced by you. The new management apprenticeship standard has been written by employers to ensure that their businesses apply their resources in the most efficient way possible. Learn how to reduce stress, manage conflict and get the best from your team.

10.20-11.05 **Are You Ready to Manage?**

Becky Reissing RVN, VetPartners

Moving into a management role can be daunting, particularly if you are promoted within your practice and find yourself managing colleagues. But if you make the transition smoothly it can be rewarding for both you and your practice. During this session you will cover different leadership models, how to give effective feedback and the art of consistency when leading a team, before Becky talks about her own journey into management. We will also discuss how to make the transition of managing colleagues smooth and effective and will include role specific case studies and scenarios to help tailor advice to your own situation.

11.05-11.35 Morning Break

11.35-12.20 **Effective Strategies for Purposeful and Inclusive Practice Meetings**

Dan Tipney, VetLed

What constitutes a meeting in your practice? We examine clinical and non-clinical team meetings, briefings, handovers, morbidity and mortality meetings, and one-on-ones from the perspective of the people involved. An agenda establishes what will be covered, however effectively delivering this agenda must start with the people and the purpose. By drawing on experiences and techniques used in various professions such as healthcare, aviation and business management, we will explore how to maximise engagement and motivation during practice meetings. By focussing on why you are there, who is involved and how you hope to come across, we will help you to overcome barriers to communication, to flatten hierarchies and ultimately to achieve the intended agenda.

12.20-12.30 **Q & A Panel** Present questions (anonymously if desired) to the morning's speakers for clarification and discussion.

12.30-13.30 Lunch

13.30-14.15 **Managing the Millennial Generation..... Why Are They so Different?**

Lucy Montague BSc(Hons) GradDipVN RVN, Fitzpatrick Referrals

Every member of a team is different and therefore poses different challenges for a manager. There has been extensive research done into the attitudes of different generations in the workplace. The millennial generation makes up a large proportion of the workforce demographic in our current day veterinary practices; this generation poses challenges to managers they have not yet experienced before when compared with managing previous generations. This lecture looks at why this generation is so different, through changes in parenting, environment, technology and impatience. We will look at how we can find ways to manage these individuals to get the best out of them and give them the job satisfaction they crave so much.

14.15-15.00 **Pet Bereavement: Ways of Retaining Your Client and Supporting Your Team**

Diane James, Blue Cross Pet Bereavement Support Service Manager

As we all know the death of any living thing is inevitable, yet we can sometimes focus less on the end more than anything, without realising, the importance of getting it right. This talk will discuss what to say and what not to say, types of grief you will come across and how to support the client, whilst remembering the impact, that working with grief and loss can have on you and your colleagues.

15.00-15.15 Afternoon Break

15.15-16.00 **The Return to Work Journey – Supporting Individuals and Their Teams**

Liz Barton MA, VetMB, MRCVS, Vetsnet CIC

Juggling parenthood with a veterinary career is challenging for both employees and employers. Practices are constantly developing, and are often busy workplaces. We discuss ways for employees to keep up-to-date and feel included while on parental leave; and advice for employers on providing support to ease re-integration for returning employees.

16.00-16.15 **Q & A Panel** Present questions (anonymously if desired) to the afternoon's speakers for clarification and discussion.

16.15 **Close Social Activity** TBC

Head Nurse Congress Programme

Day Two, 12 May 2019

9.00-9.30 Registration

9.30-9.35 **Chairman's Welcome**, Karen Davidson CertEd RVN, Vice Principal - Quality, The College of Animal Welfare.

9.35-10.20 **VN Futures**

Royal College of Veterinary Surgeons (RCVS)

Since the launch of the VN Futures Report and Action Plan in 2016 there has been a lot of great work going on somewhat under the radar. During this session, the RCVS will report on the actions of the numerous working groups that have been working hard to achieve the ambitions of the five-year plan.

10.20-11.05 **Lead RVN: A Complex Role**

Gillian Page BSc RVN Cert (B&PS), Veterinary Management Group

The role of the Lead Registered Veterinary Nurse (RVN) is a highly influential one. It is dynamic, multi-faceted and, if done well, can provide opportunities to influence and create an environment in which the whole veterinary team can flourish. The nurse leaders' role is to serve as a role model and provide effective experiences for other members of staff. It is therefore essential that they can impart the professional standards, values and beliefs of the practice along with appropriate behaviours and skills. Research suggests the result is better outcomes of patient care. This session will look at some of the challenges faced by the Lead RVN such as communicating effectively with the team, time management, prioritising and organisation of clinical workflow.

11.05-11.35 **Morning Break**

11.35-12.20 **Dealing with Recruitment Challenges - Reward, Develop and Maintain Your Team**

Margaret Burnside FInstLM, MIOd, CAKE People Development

An interactive session to explore the challenges of finding and keeping the right people in your practice. This session will include tips for attracting good people to work for your practice, a range of development options and key factors, which enhance employee engagement. Emphasising the important leadership role of the head nurse will ensure the session is relevant and tailored to both the role and the veterinary world. Group activities and discussions will encourage sharing of experience and ideas. Attendees will have the opportunity to consider the actions they will take to drive engagement and retention.

12.20-12.30 **Q & A Panel** Present questions (anonymously if desired) to the morning's speakers for clarification and discussion.

12.30-13.30 **Lunch**

13.30-14.45 **What Did You Just Say? The Communication Monkey in the Team and How to Get the Best out of Your Practice Dynamic**

Libby Kemkaran-Thompson MA VetMB MRCVS, Vet Dynamics

Talking so people hear is one thing; speaking so they listen, understand and want to do what you ask is completely different. This session covers the eight profiles and the different brain types that are found, and tells you how to communicate with each of them – and learn more about yourself in the process. It will give you a toolkit of different tips and tricks to get people's attention regardless of what type they are, and will show how to apply that knowledge in the practice environment. Learn the four different responder types and indulge in some chimp management!

14.45-15.00 **Afternoon Break**

15.00-15.45 **Doing Better by Working Smarter**

Niki Warren RVN, Onswitch

Leadership in nursing requires us to have a wide range of skills and wear a great number of hats, many of them related to non-clinical aspects of the role. In this session we'll explore some of the best ways to add value to the practice, helping you improve a number of important business metrics, both directly and indirectly, but always by starting with an appreciation of the fundamental issue. Using the skills and techniques we'll discuss, you'll be able to increase your team's confidence, boost sales, minimise debts and provide excellent customer service for clients and patients at every stage of the customer journey.

15.45-16.00 **Q & A Panel** Present questions (anonymously if desired) to the afternoon's speakers for clarification and discussion.

16.00 **Close**

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/hnc

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

Head Nurse Congress 2019

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