

AWARD WINNING PROGRAM!
Voted 2016's Best in the Business
by Veterinary Medical Association Executives

Veterinary Health Care Team of Arizona
presents:

Professional Veterinary Team Member Certificate Program



*Approved for 12 CVPD CE hours for Managers and 8 CE hours for Staff Members
 by the Arizona Academy of Veterinary Practice.*

Session Topics & Schedule

Managers Sessions — April 2, 2019
4 Hours of In-person Instruction

Managing & Leading Your Veterinary Team	Team Volley in Accountability & Feedback	Decreasing Team Turnover- Hiring for the Long Haul	Foundational Team Training- Reaching Their Highest Potential
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Managers & Team Members Sessions — April 3, 2019
4 Hours of In-person Instruction

Professionalism- Own It!	Veterinary Practice's Greatest Asset- Its Team!	Communication- the Key to ALL Success	Staying Power- Tips for Overcoming Daily Challenges
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Monthly Webcast Sessions — May thru August 2019
4 Hours of Online Instruction

<i>May 1-31, 2019</i> Craft Your Personal Vision, Values & Mission	<i>June 1-30, 2019</i> Extraordinary Client Experience	<i>July 1-31, 2019</i> Veterinary Team Accountability- Look in the Mirror	<i>August 1-31, 2019</i> Tough Conversations Build Stronger Teams- Lessons Learned in Conflict
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Presenter

Rebecca Rose, CVT



Rebecca has had an extensive and entrepreneurial career as a veterinary technician, as the president and founder of CATALYST Veterinary Practice Consultants, LLC. She has also worked in the field as a veterinary technician at a mixed-animal practice, offered veterinary technician relief services throughout the state of Colorado, and was the first paid administrator of the Colorado Association of Certified Veterinary Technicians. She facilitates classes at local, state, national and international conventions. She coordinates veterinary hospital consultations, assisting veterinary managers in designing customized programs fitting the needs of management and the veterinary team. Rebecca presided as President of the National Association of Veterinary Technicians in America from 2015-2017.

Proven Attendee Outcomes

Managers:

- ✓ leading your team to excellence in client service & patient care
- ✓ motivating staff as a part of team
- ✓ exercises that engage
- ✓ instilling strong work ethic
- ✓ advancing communication skills

Team Members:

- ✓ look forward to going to work every day
- ✓ make your job more exciting & interesting
- ✓ feel more appreciated
- ✓ earn recognition for the value you bring to your team
- ✓ be a key player on your team
- ✓ learn how to make your voice count

Professional Certificate Program—Testimonials



The material that was presented will definitely be very beneficial to our practice.

—Manager, Phoenix

To be honest I really hate these sort of programs, maybe it's just in the delivery of it, but I really walked away from this with a better attitude towards what I am going to address at the clinic I work in....Thank you! As previously stated I went into this meeting with a very closed mind.

Several hours later I walked out of there with a very open mind and a more positive attitude.
—Team Member, Tucson

Full of memorable and useful information to help us guide our practice in the right direction. Great speaker! —Manager, Phoenix

This was more than a Certificate program. While it is true that it provided useful information and tools, it also opened the door to a support system that I look forward to utilizing in the future. Thank you for such an awesome opportunity. —Manager, Phoenix

Founding Sponsors:



Executive Sponsors:



MANAGERS SESSION

Approved for 12 CVPM Credits!
Managers can earn up to 16 CE credits
for completion of Certificate Program

AZ Central Credit Union, Phoenix
April 2, 2019 from 8:30 am – 2:00 pm

MANAGERS & TEAM MEMBERS SESSION

Approved for 8 CE Credits!
Team Members can earn up to 10 CE credits
for completion of Certificate Program

AZ Central Credit Union, Phoenix
April 3, 2019 from 8:30 am – 2:00 pm

MANAGERS & TEAM MEMBERS ONLINE WEBCAST SESSIONS

- ◆ Webcast 1: May 2019
- ◆ Webcast 2: June 2019
- ◆ Webcast 3: July 2019
- ◆ Webcast 4: August 2019

Revised 1/24/19

Professional Veterinary Team Member Certificate Program 2019 Sessions

Registration rates include
ALL sessions

- | | | |
|---|---|---|
| <input type="checkbox"/> VHCTAz Member- Manager: \$155 | <input type="checkbox"/> Non-VHCTAz Member- Manager: \$191 | ← |
| <input type="checkbox"/> VHCTAz Member- Team Member: \$125 | <input type="checkbox"/> Non-VHCTAz Member- Team Member: \$161 | ← |
- (includes 1-year VHCTAz membership for enrollee)



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or **mail** with check to: AzVMA, 100 W. Coolidge St., Phoenix, AZ 85013, **Phone** 602-242-7936

Cancellations before 3-18-19 will receive refunds in full. No-shows or cancellations received on or after 3-18-19 will be charged the full amount.
Registrations received on or after March 18, 2019 will be charged a \$10 late registration processing fee.