

AzVMA & VHCTAZ
present:



Professional Veterinary Team Member Certificate Program

All veterinary teams will benefit from attending this innovative and engaging program in professional training to enhance job satisfaction, client services, and patient experience.

Award Winning Program!
Voted 2016's **Best in the Business**
by Veterinary Medical Association Executives

Mission

The Mission of the Professional Veterinary Team Member Certificate Program is to:

- improve professionalism among veterinary team members
- enhance pride in team-focused hospital services
- elevate all team members as valuable assets of the veterinary hospital
- create consistent, stellar client and patient experiences
- achieve career goals while maintaining a satisfying work/life balance

Vision

We envision reaching all Veterinary Teams of Arizona and elevating team members to new heights of professionalism, communication, networking, and profitability.

Values

We, the creators and participants of the Professional Veterinary Team Member Certificate Program, believe in:

- individual and team professional development
- improving communication and team cohesiveness
- advocating for pets and providing superior services to pet parents

Session Topics

Managers Sessions

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

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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Managers & Team Members Webcast Sessions

4 Hours of Online Instruction

Craft Your Personal Vision, Values & Mission	Extraordinary Client Experience	Veterinary Team Accountability- Look in the Mirror	Tough Conversations Build Stronger Teams- Lessons Learned in Conflict
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Approved by the Arizona Academy of Veterinary Practice.

- **Managers:** 12 CE hours
- **Team Members:** 8 CE hours

Managers Session



Tuesday, April 2, 2019
From 8:30 am - 2:00 pm



Prior to attending this session there will be **4 activities**. Designed to enhance and best utilize our time spent together, these required assignments are essential to understanding session content.

Managers will:

1. Create a professional biography
2. Participate in personal preference sort
3. Design a job description and job announcement
4. Determine the top services your practice provides

*Completion and submission will earn you
2 additional CE credits.*



Managers & Team Members Session



Wednesday, April 3, 2019
From 8:30 am - 2:30 pm

Prior to attending this session there will be **4 activities**. These required assignments are essential to understanding session content and to enhance your experience. They are differentiated for Managers & Team Members.

Managers will:

1. Develop a conflict resolution policy
2. Describe a professional
3. Determine career goals
4. Identify passions & factors that drive you

Team Members will:

1. Create a professional biography
2. Participate in personal preference sort
3. Describe a professional
4. Identify passions & factors that drive you

*Completion and submission will earn you
2 additional CE credits.*

Webcast Sessions for Managers & Team Members

Webcast #1



Complete between May 1st-31st

Craft Your Personal Vision, Values & Mission

Webcast #2



Complete between June 1st-30th

Extraordinary Client Experience

Webcast #3



Complete between July 1st-31st

Veterinary Team Accountability-
Look in the Mirror

Webcast #4



Compete between August 1st-31st

Tough Conversations Build Stronger
Teams- Lessons Learned in Conflict

Each online Webcast Session is approximately 60 minutes in length & is consists of:

1. An "Introductory Video" providing an overview of the session's topic, activity instructions, and an overview of tasks associated with the session.
2. Downloadable "Activity Materials" to guide you through the session.
3. The narrated and interactive "Presentation."
4. A 10-question "Quiz" to review the content covered. A passing rate of 80% is required in order to receive credit for each webcast session. You will be given two attempts.
5. An "Assignment" that relates to the session's topic.

Founding Sponsors



A Family of Animal Hospitals



BASELINE ANIMAL REHABILITATION CENTER
K9 Physiotherapy



Rates to Participate

VHCTAz Member Rates:

Manager \$155

Team Member \$125

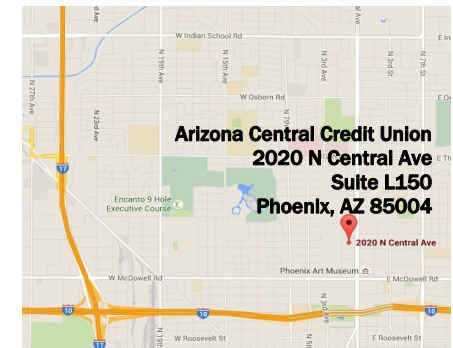
Non-VHCTAz Member Rates:

*Manager \$191

*Team Member \$161

**Includes 1 year VHCTAz membership for staff.
Program is offered exclusively to VHCTAz members.*

BONUS!
Attendees get a
resource binder!



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