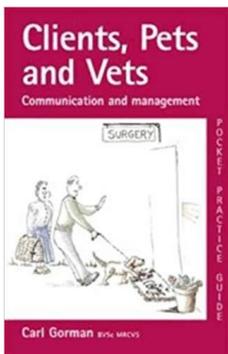


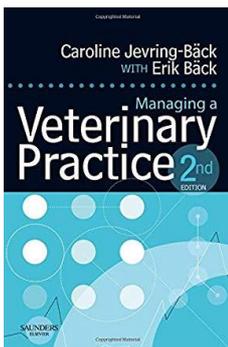
CERTIFICATE IN VETERINARY PRACTICE MANAGEMENT READING LIST

Books



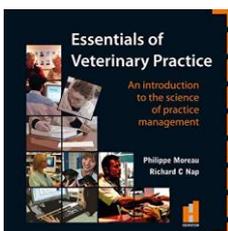
Gorman C (2000). *Clients, Pets, and Vets: Communication and Management* (Pocket Practice Guides), Threshold Press. ISBN: 9781903152041. [Amazon](#). [Google Books](#).

As a veterinary student approaches the end of training, and then starts that first job in practice, there is a sense not only of achievement and fulfilment but also of terror and self-doubt. This book provides advice and food for thought in the pitfall-strewn field of client management. By approaching and discussing various aspects of client handling and behaviour, it should help readers deal with the greatest challenge in veterinary practice.



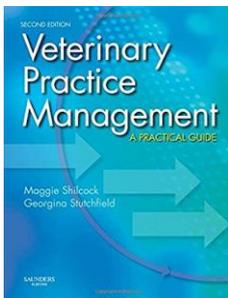
Jevring-Back C, Back E (2006). *Managing a Veterinary Practice*, 2e, Saunders. ISBN: 9780702028205. [Amazon](#). [Google Books](#).

This edition contains new, updated information on leadership, the role of a manager, basic financial management, marketing, communication within the practice, and how to achieve good client compliance, as well as much sound practical advice. Aimed at practice owners and managers, and those with a vested interest in understanding business management in veterinary practice, the book explains the core principles involved in running a business. 'Big Business' concepts are explained in practical and applied terms to fulfil small business needs using examples from a wide variety of sources.



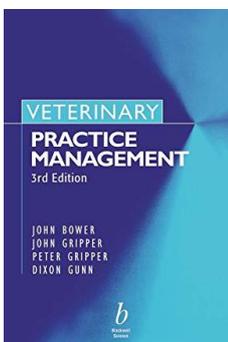
Moreau P, Nap RC, Bower JM (2010). *Essentials of Veterinary Practice: An Introduction to the Science of Practice Management*, Henston. ISBN: 9781850541592. [Amazon](#). [Google Books](#).

Essentials of Veterinary Practice is a practical reference book on management concepts relevant to any member of the veterinary healthcare team interested in mastering those crucial business skills that are the real success drivers of the veterinary profession - and career progression. The key topics covered are divided into six main sections: Practice Management in Perspective; Offering Customer Service; Building Relationships; Getting Your Message Across; Working Effectively as a Team; and Practice Finances.



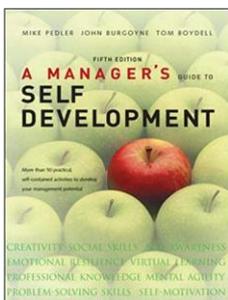
Shilcock M, Stutchfield G (2008). *Veterinary Practice Management: A Practical Guide, 2e*, Saunders. ISBN: 9780702029202. [Amazon](#). [Google Books](#). [Ebook](#).

Veterinary Practice Management provides all the practical tips for managing and improving the financial performance of a veterinary practice. Mandatory reading for all owners and veterinary practice managers, it will also prove indispensable for commercial veterinary companies and independent outlets alike as well as for all members of the veterinary practice team.



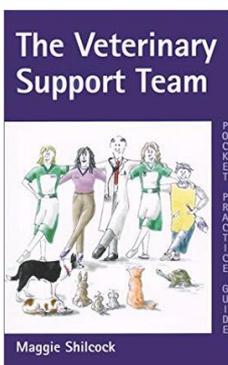
Bower J, Gripper J, Gripper P, Gunn D (2009). *Veterinary Practice Management, 3e*, Blackwell. ISBN: 9780632057450. [Amazon](#). [Google Books](#). [Ebook](#).

The third edition of this book continues to provide an essential source of information. It gives straightforward guidance to setting up in practice for the first time as well as being invaluable to those keen to improve the efficiency of their business. Written by recognised experts in their field, this edition includes new chapters on veterinary nurse clinics, pharmacy management, management accounts and staff appraisals. There is also new material providing information and advice on partnership contracts, business marketing and health and safety.



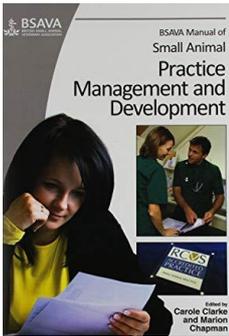
Pedlar M, Burgoyne J, Boydell T (2006). *A Manager's Guide to Self-Development, 5e*, McGraw-Hill. ISBN: 978-0077114701. [Amazon](#). [Google Books](#).

A Manager's Guide to Self-Development has become the indispensable guide for building management skills. The book details a self-development programme aimed at helping readers improve their managerial performance, advance their careers and realise their full potential. New activities include find a mentor, be a good coach, treat yourself well, cope with difficult situations, effective communication styles, and multiple intelligence.



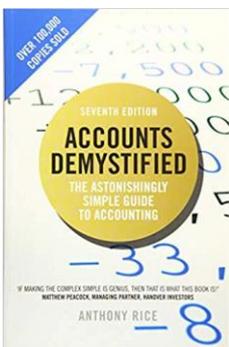
Shilcock, M (2000). *The Veterinary Support Team* (Pocket Practice Guides), Threshold Press. ISBN: 9781903152065. [Amazon](#). [Google Books](#).

This book is dedicated to the training needs of support staff. It is a useful, comprehensive, practical tool for training new recruits. It should also be useful for managers and veterinary surgeons delivering staff training and development programmes, who want their practice support team to achieve its full potential. The book also provides a valuable insight for those considering a career in veterinary practice at a time when the skills and commitment of support staff are becoming ever more important.



Clarke C, Chapman M (2012), *BSAVA Manual of Small Animal Practice Management and Development*, BSAVA. ISBN: 9781905319404. [Amazon](#). [Google Books](#).

Starting with the construction planning process, practice areas are considered in terms of design, equipment and maintenance, and the organization and management of staff. The second part deals with communication and people management, including leadership skills and self-management, and the ethical and legal framework within which practices work. Thirdly, the business aspects of veterinary practice are explored, including planning, finance, marketing, client experience and clinical governance.



Rice R (2015). *Accounts Demystified: The Astonishingly Simple Guide to Accounting, 7e*, Pearson Business. ISBN: 9781292084848. [Amazon](#). [Google Books](#). [Ebook](#).

The bestselling and astonishingly simple guide to the fundamental principles of accounting, written specifically for those without a financial background. Simple, easily absorbed and clearly explained, this book will guide you through all the major accounting concepts. You will learn how to master company accounts, understand balance sheets, profit and loss accounts and cash flow systems and how to analyse and monitor your company's financial performance.

(Not currently available)

Reeves, T (1994). *Managing Effectively: Developing Yourself Through Experience*, Butterworth-Heinemann. ISBN: 978-0750619240.

"Managing Effectively" demonstrates how you can develop yourself through the actual experience of managing. The book shows how you can use your practical experience as a self-contained means to develop yourself without having to go on a course, how your project can develop your competence in both leadership and management and how managing external action and your thought processes can be brought together in an integrated, holistic way. This book is designed to provide the underpinning knowledge and understanding required for any competency management course.

For other publications, multimedia and online resources, see the VMG online [Resource Hub](#).