

GREENING UP THE VETERINARY PROFESSION: PRACTICAL STEPS TO SUSTAINABLE PRACTICE

What exactly is sustainability? And what could and should veterinary practices be focusing on to make the biggest impact? Quite apart from the ethical obligations, sustainability makes good business sense. From the PR angle, your clients will increasingly want to know you care, as will potential new staff members. Ellie West and April Sotomayor will take you through the challenges and practical solutions to becoming a greener practice.

3rd March, Milton Keynes



PROGRESSING INTO MANAGEMENT

Moving into a management role can be daunting. But if you make the transition smoothly, it can be very rewarding both to the practice and to you personally. There are some key things you can learn such as how to give positive feedback, the art of delegation and the importance of consistency. Fiona Nichol will discuss different leadership styles and management techniques, including role specific case studies and scenarios to help you tailor the advice to your specific needs.



18th Mar, Newbury and 30th Sep, Preston

VETERINARY WELLBEING IN PRACTICE

Successful businesses are those that understand the importance of looking after their teams: is your practice one of them? Hear from the Workplace Wellbeing team at Mind, the mental health charity, providing an introduction to wellbeing in the workplace.



mindmatters

Senior HR consultants will explain your legal obligations around stress management. Tracey Morley Jewkes will draw on case studies and her own experience of winning a Wellbeing Award at Willows Veterinary Referrals to offer practical and achievable ways to improve staff wellbeing in any practice, large or small.

25th March, Bristol

13th May, Solihull

16th Sept, Scotland

25th Nov, Solihull

Our wellbeing courses sold out in 2019 so book early for 2020!

www.spvs-vmg-events.co.uk

LEADING CHANGE IN VETERINARY PRACTICE



In your role, do you respond to change or instigate it? Do you have a brilliant idea that could improve your working environment? Are you about to start a new project? The key aim for this new one-day course in collaboration with VDS Training is to provide you with practical strategies for delivering change in the real world. Penny Barker will invite you to think about changes you want to implement or are currently delivering in your practice or organisation, and you'll come away with tools and strategies tailored to your needs.

www.vetmg.com/vmg-vds-change/

1st Jul, Berkshire

8th Jul, Edinburgh

23rd Sep, Solihull

13th Oct, Leeds



VETERINARY MANAGEMENT GROUP

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CPD PROGRAMME

Spring & Summer 2020

QUALITY IMPROVEMENT: TAKING YOUR PRACTICE FORWARD



Clinical audits, protocols and checklists are increasingly commonplace in vet practices and are a requirement for higher levels of the Practice Standards Scheme. Managers can feel that these are a clinical matter, and yet much of their implementation is about good management. Pam Mosedale, lead PSS inspector, explores what is meant by Clinical Governance, what it looks like in practice, and the role of managers in setting up and implementing procedures to improve practice outcomes.

29th April, Preston

FOCUS ON: OUR DIGITAL FUTURE

The future is digital. But what exactly does that mean to you and your practice? We turn the focus on all things digital at a Focus On: Our Digital Future event.

This will combine blue sky thinking from those at the forefront of digital development with solid practical applications of everything from telemedicine to AI, payroll to HR, online marketing to database management.

We'll spend a day exploring how any and every practice can embrace a digital future to improve their service to existing clients and attract new ones.



Meet the providers

See the tech demonstrated

Two lecture streams

23rd June, Coventry

www.spvs-vmg-events.co.uk

PROFITABLE PRACTICE: IMPROVING THE BOTTOM LINE

Is your practice as profitable as it could be? Have you identified and prioritised those simple things that could improve your bottom line? Do you have a pricing policy that you regularly review and do you know which KPIs really matter? Learn how to maximise profits and cash flow, how to read your management accounts and track the most relevant KPIs. You'll take away simple, practical ways to reduce costs and increase profit.



11th June, Berkshire

MANAGEMENT MASTERY SERIES

Leadership Skills for a Happy, Productive Team

In an interactive and practical day, explore how to give feedback and manage difficult conversations; how to mentor to your team; and the skills required to manage both your team, and your boss or head office. Get ready to have your thinking stretched - and to take home examples of things you can implement immediately to really make a difference.

20th May, Milton Keynes

Making a Plan – and Enacting It

Every practice leader, manager, and practice owner should have the skills to create an effective business strategy, implement and evaluate it. Discover how to develop and agree a strategy, set key objectives and measure relevant KPIs. Spend a day exploring ideas and leave with enhanced time management skills, a plan for your practice or role, and the confidence to carry it out.

4th November, Solihull