

# Practice Management School 2022



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# CHOOSE FROM TWO DELIVERY MODES!

## OPTION 1:

### Digital Practice Management School

Our ever-popular program is now available online giving you the flexibility to join the program from anywhere!

This highly engaging online program combines interactive live digital workshops, independent online learning and one-on-one coaching to provide an engaging and interactive learning experience.

## OPTION 2:

### Live Practice Management School

Join other industry leaders and professionals at our signature face-to-face program. We invite you to join us for our premiere practice management program. Providing essential leadership and business management training and support to leaders in the veterinary industry. Grounded in practical learning and real-life examples, our coaches will guide you to be the best you can be!

## WHICH MODE IS RIGHT FOR YOU?

Keep reading to find out more about each program.

# DIGITAL PRACTICE MANAGEMENT SCHOOL

## DIGITAL PROGRAM OVERVIEW



### Online delivery

Interactive digital workshops, independent online learning and one-on-one coaching delivered over an 12 week program. Attend without the need to travel!



### More one-on-one coaching!

3 x individual coaching sessions to support implementation and troubleshooting



### Online learning hub

Access all of your program content, materials and implementation templates at the click of a button



This continuing education activity is eligible for 21 points



### Exceptional content

5 essential business management competencies all successful business managers need



### Industry leading coaches

Learn from the best! Industry-experienced and highly sought-after coaches.



### Flexible Program

Join us for individual competencies, or the full suite - it's up to you!



This course is approved for CPD points under the AVNAT Registration Scheme  
www.avnat.org.au  
Established by the WCA

The Australian Veterinary Nurse and Technician (AVNAT) Regulatory Council has allocated up to 21 AVNAT CPD points to this continuing education activity

## YOUR QUESTIONS ANSWERED

### ***How does the program work?***

Each competency incorporates pre-work, attendance at the digital workshop and / or completion of the online course (as relevant), provision of support and implementation materials, and one-on-one follow-up coaching. It's this combination of elements that provides a thorough learning experience.

### ***Can I enrol for individual competencies?***

Yes! Our program has been designed to offer you complete flexibility.

### ***What if I can't attend the digital workshop?***

No problem! Our digital workshops will be recorded and all participants sent a link to watch / rewatch the workshop. As our workshops will be interactive, we do highly recommend attendance to ensure we can support you and provide you the best learning experience as well as provide interaction with other attendees.

### ***What if I've been to Practice Management School before?***

We'd love to see you again! Our Digital Practice Management School is ideal for brushing up your skills and gaining some extra support from our coaches - where you need it most.

### ***Are there any assessments or exams to complete?***

No. We've designed this program with easy, practical and supported application and implementation in mind. Our follow-up one-on-one coaching sessions will support you to take your theoretical learning and put it into practice straight away.

### ***Is this program eligible for CPD points?***

Yes! As points will vary according to the competencies you complete, please chat to CCG about the number of points your program will be eligible for.

### **MORE QUESTIONS?**

Contact our friendly team on 07 3621 6005 or [ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au)

# DIGITAL PROGRAM OVERVIEW

Competency	Overview	Trainer	Mode	Date
<b>Competency 1: Leadership Communication &amp; Self-Awareness</b>				
Part 1: Leadership Fundamentals	Understand the foundations of good leadership and the role of emotional intelligence in leadership		Online Course	Flexible (Prior to Part 2)
Part 2: Self-Awareness and Leadership Flexibility	Discover how are you perceived as a leader and how this should change your approach	Tania Gover	Digital Workshop	22nd Mar 9am AEST
Part 3: Communication in Leadership	Learn techniques on communicating to get the best outcomes for you and your team	Tania Gover	Digital Workshop	22nd Mar 12.30pm AEST
<b>Competency 2: Managing People, Performance and Change</b>				
Part 1: Performance Management and Coaching	Develop your coaching and performance management skills for developing your team.	Sue Crampton	Digital Workshop	5th Apr 9am AEST
Part 2: Facilitating Difficult Conversations with Staff	Learn practical skills and tips to master difficult conversations with your team.	Sue Crampton	Digital Workshop	5th Apr 12.30pm AEST
Part 3: Managing Change	Understand the theory of change management and discover practical tips on leading people through change and making it stick!		Online Course	Flexible
Part 4: Employee Retention	Set up strong foundations for lasting employment through the recruitment and selection process and motivating induction systems.		Online Course	Flexible
<b>Competency 3: Marketing for Results</b>				
Part 1: Marketing to Build your Client Base	Understand how to create a marketing plan that works!	Tania Gover & Tracey Strazzeri	Digital Workshop	4th May 9am AEST
Part 2: Marketing with Social Media	Learn how to manage and build your social media presence	Tania Gover & Tracey Strazzeri	Digital Workshop	4th May 12.30pm AEST
<b>Competency 4: Bonding People to your Practice</b>				
Part 1: Make or Break Moments	Understand the key moments in your clients' journey through your practice, and how to keep them returning time and again.	Tania Gover	Digital Workshop	17th May 10am AEST
Part 2: Transforming a Cost Mindset into a Value Mindset	Learn how to build value in your client's mind and increase client commitment.		Online Course	Flexible (Prior to Part 3)
Part 3: Standards to Make your Team Shine	Discover how to create customer service standards and tips to maintain a consistently high service delivery across the team.	Tania Gover	Digital Workshop	24th May 10am AEST
<b>Competency 5: Improving Practice Profitability</b>				
Part 1: Fee Setting	Learn about fee setting approaches, the processes and methods to use, types of costs, mark-up vs margin and more.	Mark Hardwick	Online Course	Flexible (Prior to Part 2)
Part 2: Cost Management	Understand the real costs of business and how to maximise profit.		Digital Workshop	14th Jun 9am AEST
Part 3: Inventory Management	Discover practical inventory management techniques that reduce your expenses and save time.	Tania Gover	Digital Workshop	14th Jun 12:30pm AEST



# DIGITAL PRACTICE MANAGEMENT SCHOOL 2022

## Registrant 1

Surname: .....  
Given name: .....  
Position: .....  
Email: .....  
Mobile: .....  
AVA Number (if applicable): .....

## Registrant 2

Surname: .....  
Given name: .....  
Position: .....  
Email: .....  
Mobile: .....  
AVA Number (if applicable): .....

## Practice Details

Practice name and address: .....  
Phone: .....  
Practice Management Software currently used: .....

## Please select your program choice: (Early bird expires 1st Feb)

Full Digital Practice Management School | Intake 1 Commences 1st Mar 2022 | AU\$2950 per person (Early bird AU\$2750)

### Or create your own program by selecting from the below individual competencies.

**Please note:** The Managing People, Performance & Change Competency builds on the skills within the Leadership Communication & Self-Awareness Competency. For this reason, we strongly recommend that they be completed together.

- Leadership Communication & Self-Awareness | Commences 1st Mar | AU\$825 per person (Early bird AU\$775)
- Managing People, Performance & Change | Commences 1st Apr | AU\$825 per person (Early bird AU\$775)
- Marketing for Results | Commences 4th May | AU\$825 per person (Early bird AU\$775)
- Bonding People to your Practice | Commences 1st May | AU\$825 per person (Early bird AU\$775)
- Improving Practice Profitability | Commences 1st Jun | AU\$825 per person (Early bird AU\$775)

## Paying by Provet Plus Points?

I, ..... Account Number: .....

ABN: ..... authorise for Provet Plus Points to be deducted from my account for the above programs. I have confirmed with my Provet branch that my account has the required points.

Signature: .....

## Paying by Credit Card?

Credit card type ( ) Visa ( ) Mastercard

Card # .....

Name on card .....

Expiry date ...../.....

Amount to be deducted .....

Cardholder signature .....

Invoice to be made out to .....

**YOUR PRIVACY.** The information you provide is collected for the purpose of processing your registration or for use in a CCG product or service. It may also be used for the related purpose of keeping you informed of upcoming CCG events and assisting us in improving and marketing our services to you. As part of the arrangement between CCG and supporting companies, CCG will issue each partnering or sponsoring company with the name of all participants and their participating practice. By submitting the registration form, your details will be added to the CCG database and used to address specific promotional material to your attention. If you do not wish to receive further information from the CCG please tick here \_\_\_\_ CCG acknowledges and respects your privacy and the confidentiality of the personal information you have provided.

**PLEASE NOTE OUR CANCELLATION POLICY:** Cancellations received up to five working days before the Practice Management School are refundable - minus a AU\$300 service charge. Cancellations received less than five days prior to the Practice Management School and non-attendance will be considered as non-refundable.

Program proudly delivered by:



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# LIVE PRACTICE MANAGEMENT SCHOOL

## LIVE PROGRAM OVERVIEW



### Exceptional content

4 days jam-packed with essential skills all successful business managers need to know



### Industry leading coaches

Learn from the best! Industry-experienced and highly sought-after coaches



### One-on-One Coaching

Get all of your questions answered in our one-on-one coaching sessions



This continuing education activity is eligible for 27 points



### Flexible Program

Join us for the full program or individual days - it's up to you!



### Easy Implementation Tools

Receive templates and resources for easy implementation of learning back in practice



### Network with industry professionals

Program incorporates networking opportunities



This course is approved for CPD points under the AVNAT Registration Scheme [www.avnat.org.au](http://www.avnat.org.au)  
Established by the VNCA

The Australian Veterinary Nurse and Technician (AVNAT) Regulatory Council has allocated up to 27.75 AVNAT CPD points to this continuing education activity

# YOUR QUESTIONS ANSWERED

## **Who is Practice Management School relevant for?**

Our program is perfect for those in leadership and management positions within the veterinary practice. Whether you're a Practice Owner, Practice Manager, Supervisor or Team Leader, we invite you to join us!

## **What support will I receive?**

Individual coaching sessions with our coaches are offered throughout the program, as well as follow-up coaching via phone once you return to practice. We want to see you thrive in your role with all of your new knowledge and skills!

## **Can I enrol for individual days?**

Yes! Our program has been designed to offer you complete flexibility.

## **What if I've been to Practice Management School before?**

We'd love to see you again! Our Practice Management School is ideal for brushing up your skills and gaining some extra support from our coaches where you need it most.

## **Are there any assessments or exams to complete?**

No. We've designed this program with easy, practical and supported application and implementation in mind. Our follow-up one-on-one coaching sessions will support you to take your theoretical learning and put it into practice straight away.

## **Is this program eligible for CPD points?**

Yes! As points will vary according to the competencies you complete, please chat to CCG about the number of points your program will be eligible for.

## **MORE QUESTIONS?**

Contact our friendly team on 07 3621 6005 or [ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au)

# LIVE PROGRAM OVERVIEW

## Day 1: Leadership Intelligence

- Theories of successful and ethical leadership
- Self-awareness and emotional intelligence skills
- Using DISC to increase communication flexibility
- Managing unhelpful tendencies under pressure
- Using mindfulness to make better leadership decisions
- Fostering assertive thinking as a leader
- Breaking through the 'threat response' as a leader

Delivered by:  
Sue Crampton &  
Tania Gover

## Day 2: Leading and Managing Others

- Performance management systems
- Designing motivating induction systems
- Workforce planning for objective recruitment decisions
- Designing recruitment and selection criteria
- Developing your skills as a coach
- Mastering challenging conversations about performance
- Understand change management

Delivered by:  
Sue Crampton &  
Tania Gover

## Day 3: Marketing & Customer Service

- Key steps for building a marketing plan
- Building your social media presence
- Understanding customer behaviours
- Assessing your customer service systems
- Setting your own customer service standards

Delivered by:  
Tania Gover &  
Tracey Strazzeri

## Day 4: Practical Profitability

- Create fee structures and fee-capturing processes
- The true cost of doing veterinary business
- Explore the dangers of discounting
- How to avoid and overcome discounting in your practice
- Practical tips to better inventory management

Delivered by:  
Mark Hardwick &  
Tania Gover

# WHAT HAVE OTHERS SAID?

We love hearing how we've helped our attendees, and we're sure you will too! The following testimonials are from real people who have previously attended our program.

LOVED this course so much. I have grown as a person and manager so much. I feel more confident in my ability to lead my group and bring out the best of them for our practice. I feel like I can now go back to practice and be the manager I am needed to be.

**Molly Dron**  
VetLove Billinudgel  
Class of 2020

Thank you so much for an amazing, fun and information filled 3 days! The content was exciting, industry relevant, helpful and an absolute revelation for not only the vet industry but practice managers all across Australia.

**Tarryn Kallio**  
VetLove Southside  
Class of 2020

The content provided and support has been exceptional. There has been so much information to digest and apply to practice.

**Nikita Lysaght**  
Marsden Veterinary Surgery  
Class of 2020

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Given name: .....  
Position: .....  
Email: .....  
Mobile: .....  
AVA Number (if applicable): .....

## Registrant 2

Surname: .....  
Given name: .....  
Position: .....  
Email: .....  
Mobile: .....  
AVA Number (if applicable): .....

## Practice Details

Practice name and address: .....  
Phone: .....  
Practice Management Software currently used: .....

## Please select your program choice:

- 4 Day Live Program | AU\$4650 per person (Early bird AU\$4250)
- Past attendee rate (previously attended full 4 day program) | AU\$2900 per person
- Individual day rate | AU\$1650 per person (Early bird AU\$1500)

## Please select your location choice:

- Tamworth 10th - 13th May      Early bird offer expires 10th May
- Perth 19th - 22nd July      Early bird offer expires 19th July
- Auckland 16th - 19th August      Early bird offer expires 16th July
- Noosa 30th August - 2nd September      Early bird offer expires 30th July

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Card # .....  
Name on card .....  
Expiry date ...../.....  
Amount to be deducted .....  
Cardholder signature .....  
Invoice to be made out to .....

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**Molly Dron**  
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