

Focus on the Practice Team

Leicester, 11 October 2017

SEMINAR TIMETABLE



Time	Stream 1	Stream 2
9:00	Registration / tea / coffee	
9:40 – 10:30	The Difficult Conversation <i>Major Cathie Gregg</i>	Positive Practice Culture <i>Stanbridge Veterinary Group</i>
10:30	Tea / coffee in exhibition	
11:00 – 11:45	Mind the Generation Gap! Managing for Diversity within your Workforce <i>Gordon Dunn, The Vet Group</i>	Turning Compassion Fatigue into Compassion Satisfaction <i>Doug Muir, Compassion Understood</i>
11:50 – 12:40	Moving Mindsets I <i>Robin Launder</i>	H&S Clinic, Citation
12:40	Lunch in exhibition	
13:40 – 14:30	Moving Mindsets II <i>Robin Launder</i>	Employment Law Clinic <i>HRC Law</i>
14:35- 15:20	Senior Staff Policy: How to retain key members of the team and ensure the business is protected <i>Rebecca Leask/Stephenie Malone, HRC Law</i>	Measuring the Customer Experience <i>Susie Samuel, Vet Help Direct</i>
15:20	Tea / coffee in the exhibition Exhibition closes at 16:10	
16:00 – 16:45	Happy, Healthy Staff <i>Mind Matters/SPVS Wellbeing Awards</i>	Creating a Customer Care Culture <i>Lisa Winter, Onswitch</i>
17:00	Close	