



Pre-Conference Workshops

Thursday, March 22, 2018

7:30 - 8:30 am - Breakfast

Also included: Two refreshment breaks (10:00 - 10:30 am, 3:00 - 3:15 pm) and Lunch (12:30 - 1:30 pm).

8:30 - 5:00 pm - Leadership Communication Skills for Veterinary Practice: Tools and Strategies for Facilitating Effective Meetings, Conflict Resolution, and Decision Making Processes

[Click here for detailed workshop agenda](#)

Learn, practice, and apply a variety of principles and processes for leading and communicating from a value based, people focused perspective from a leading scholar and practitioner. Dr. Jennifer Walinga draws upon her experience as a consultant to multiple organizations as well as an Olympic athlete to share lessons of peak team performance, leadership, and communication. During this full day workshop you will be given opportunities to hone your facilitation and leadership skills by tackling relevant interpersonal, group, and organizational communication challenges drawing upon the latest research, tools and systems. You will explore the relationship between problem solving, collaboration, and decision making and learn specific and effective tools for leading your team through each phase. You will learn simple ways to apply communication planning to your everyday interactions as a leader and facilitator as well as effective tools for ensuring your meetings are purposeful, productive, and engaging. Conflict is a natural aspect of diverse groups, yet we need diverse perspectives in order to generate excellent solutions. Learn how to navigate conflict and communicate in ways that welcome and leverage diversity. You will leave the course with several concrete culture building, meeting facilitation, and decision making tools, and you will have designed your own communications action plan.

Speaker: Jennifer Walinga

8:30 - 5:00 pm - Simulated Clients: Selecting and Training for Success

The success of any simulation program is inextricably linked to the proficiency of its simulated client (SC) ensemble. In their various capacities as role-players, feedback contributors, and teammates, SCs have the potential for broad positive impact making the thoughtful selection and preparation of such personnel paramount. Led by SC coordinators Brian Gromoff of the University of Calgary and Daniel Haley of Washington State University, this six-hour workshop begins with identifying our respective ideal SC candidates. From there participants will explore techniques for soliciting top talent before engaging in an interactive selection—"audition"—process. The bulk of the workshop will center on SC preparation and how to customize trainings to address the SC's eclectic responsibilities. Through discussion and participatory activities attendees will learn about new SC orientation, entry-level improvisation training, character development, case specific rehearsal methods, maintaining veteran SC engagement, and principles to guide SC feedback. The workshop will culminate in an open discussion of special topics ranging from logistical considerations to off-hours SC support and all other attendee questions, challenges, or ideas.

Speakers: Daniel Haley, Brian Gromoff

8:30 - 5:00 pm - Enhancing Communication Coaching in Veterinary Medicine: Taking Your Coaching Abilities to the Next Level

Whether you are working in veterinary practice or educational settings, communication coaching is as crucial to success as ongoing coaching about clinical reasoning or any other medical technical skill. This full-day experiential workshop is therefore intended for any practitioner or educator who is responsible for communication coaching or supervision of individuals or teams, small group facilitation or in-the-moment teaching. The workshop will provide participants with multiple opportunities to examine and practice their coaching skills. We will focus on:

- Sharpening participants' coaching skills and identifying the clinical communication skills that make a difference in education and veterinary practice – we will explore the specific clinical communication skills worth teaching and how to teach them with rigor in both settings
- Structuring the coaching process to maximize learning and provide a safe learning environment
- Coaching to take full advantage of the interdependence between clinical content, clinical reasoning and clinical communication
- Integrating communication research evidence into coaching
- Planning for how to make coaching an expected, iterative process in your practice or educational setting

Participants will have opportunities to work in small groups with master coaches and trained simulators to practice coaching skills and to give and receive feedback about those skills. While engaging in these activities, we will be working with practical frameworks, handouts, and other resources that will help participants apply what they learn during the workshop to their own educational and practice settings. If part of your professional portfolio includes self-development, leadership, coaching and mentoring, this session is designed for you.

Facilitators: Cindy Adams, Elpida Artemiou, Suzanne Kurtz, Michelle McArthur, Becky Taylor