

DIFFICULTIES MADE EASIER  
SPECIALIST TRAINING  
FEEL BETTER AT WORK

THREE DAYS  
TECHNIQUES TO USE IN PRACTICE  
SOCIAL DINNERS INCLUDED

# NAVIGATING DIFFICULT CLINICAL ENCOUNTERS

4

# EXCLUSIVE LEARNING OPPORTUNITY

## 1. LEARN IT

With the skills you gain at a VetPrac course, you can dramatically increase your income.

## 2. BILL IT

Every difficult conversation takes time. By developing skills to move through these conversations and decisions more effectively you will build better relationships with your clients and colleagues. You will also save on the time spent in these conversations and decisions which can be then spent on more productive activities. Start seeing the benefits of these new skills immediately.

## 3. CLAIM IT

Plus, you may be able to claim some or all of the cost as professional development or a tax deduction.

We have all experienced difficult clinical encounters. Knowing how to navigate the experiences and situations we encounter is a vital step to achieving success in the workplace and career satisfaction. Join specialists in Ethics, Oncology and Well Being as we discuss the research and techniques which contribute to the most difficult situations we face. Gain insight into the minds of your clients and your co-workers and discuss real situations so that you can deal with them better in real life. This unique conference provides immediately applicable skills which will help you break down barriers and succeed more often in your job.

This conference is open to Vets, Nurses, Receptionists and Practice Managers. These topics affect all of us.

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**CPD Value:**

NSW: 22.5 CPD points  
Other states: 22.5 CPD points  
VetEd: 22 points

**Location:**

Royal Motor Yacht Club of NSW – Sydney

**Price:**

Three Days: \$1300 + GST  
Any two consecutive days: \$1000 + GST  
One Day only: \$600 + GST  
Book Before June 30th  
to receive a free textbook

**Date:**

15–17th October, 2018

**Education Team:**

Dr Anne Fawcett  
*BA(Hons) BScVet(Hons) BVSc(Hons) MVetStud  
GradCertEdStud (HigherEd) MANZCVS  
(Animal Welfare) Dip ECAWBM (AWSEL)*

Dr Sandra Nguyen  
*BVSC (HONS I) DIP. ACVIM (ONC) MANZCVS*

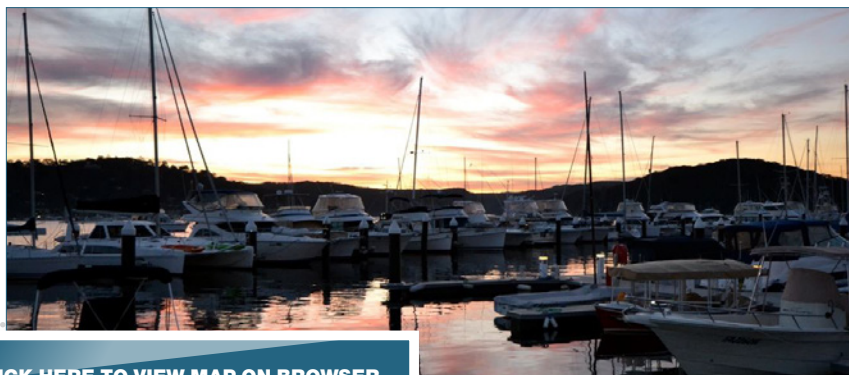
Dr Cathy Warburton  
*BSc, BVMS, MACVSc, MVS, TAA, Dip Pos  
Psych and Well-being*

**Facilitated by**

Dr Amana-Lee Charman  
Janine Irwin

**Contact Ilana for further details**

**Email** [info@vetprac.com](mailto:info@vetprac.com)  
**Mobile** 0414 581 600



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## DAY 1

07:00	Optional Yoga/Mindful Meditation	14:45	Setting expectations and staging diagnostics
08:15	Welcome	15:15	<b>Afternoon Tea</b>
08:30	Experiences with difficult clinical encounters	15:30	Trash Talking
09:30	Dealing with people	16:00	Treatment options and the ethics of decision making
10:00	The clients mindset and its influence on carers	16:30	Case discussion
11:00	<b>Morning Tea</b>	17:00	Questions
11:20	Case discussion	17:15	<b>Day end</b>
11:50	Winning client confidence and trust	19:00	<b>Dinner</b>
12:50	Recovering from a bad start		
13:15	<b>Lunch</b>		
14:15	How do personal values and circumstances influence case management?		

## DAY 2

07:30	Optional Yoga/Mindful Meditation	12:45	<b>Lunch</b>
08:30	Animal welfare vs client confidentiality vs employment loyalty	13:15	Keeping people in the loop
09:30	Communicating treatment options (costs vs welfare)	13:45	Repetition
10:30	Case discussion	14:15	Guilt and payment expectations
10:45	<b>Morning Tea</b>	14:45	Case discussion
11:00	How much is too much?	15:30	<b>Afternoon Tea</b>
11:30	Understanding the influence of attachment	15:45	Euthanasia - The Good Death
12:00	That question: "What would you do?"	16:15	Euthanasia - Effects on the carers
12:30	Case discussion	16:45	Euthanasia - Effects on the clients
		17:15	<b>Day End</b>
		19:00	<b>Dinner</b>

## DAY 3

07:30	Optional Yoga/Mindful Meditation	12:45	<b>Lunch</b>
08:30	Coping with your inner know-it-all	13:45	The ethics of referral
09:00	Dealing with client complaints	14:15	Case discussion
10:15	Case discussion	14:30	Personal action plans to navigate difficult cases and clients
10:45	<b>Morning Tea</b>	15:30	<b>Afternoon Tea</b>
11:15	Enjoyment - Advocating the difficult cases successfully	16:00	Comments and other questions
11:45	Career Satisfaction	16:30	Final thoughts
12:15	Case Discussion	17:00	<b>Finish</b>

## **DR ANNE FAWCETT**

BA(Hons) BScVet(Hons)  
BVSc(Hons) MVetStud  
GradCertEdStud  
(HigherEd) MANZCVS  
(Animal Welfare) Dip  
ECAWBM (AWSEL)

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Anne Fawcett is a lecturer in veterinary science as well as a companion animal practitioner in Sydney's Inner West. After completing a Bachelor of Arts degree majoring in philosophy with honours, she completed a Bachelor of Veterinary Science and Bachelor of Science (Veterinary) at the University of Sydney. She completed a Masters in veterinary studies (small animal medicine and surgery) through Murdoch University. She has a strong interest in companion animal welfare and is currently studying animal welfare through the Australian and New Zealand College of Veterinary Scientists. Research and teaching interests include the interaction of humans and animals in a veterinary clinical context, clinical veterinary practice and veterinary ethics. Anne is the author of numerous academic publications including peer-reviewed journal articles and book chapters. She is a founding member of the Human Animal Research Network at Sydney University.

## **DR SANDRA NGUYEN**

BVSC (HONS I) DIP.  
ACVIM (ONC) MANZCVS

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After graduating from the University of Sydney, Sandra worked as an associate veterinarian at Gladesville Veterinary Hospital. Sandra went on to complete her residency in Medical Oncology at Cornell University, and while there won the Veterinary Resident Award for dedication to veterinary student training and service to patients and clients. She achieved Diplomate status of the American College of Veterinary Internal Medicine in Oncology in 2010. She gained a position on faculty at The Ohio State University as an Assistant Professor in Oncology and Hematology. Sandra now works at the Animal Referral Hospital in Sydney. Sandra has authored and co-authored peer-reviewed publications in the veterinary scientific literature including a very recent Veterinary Cooperative Oncology Group (VCOG) Consensus Document on which she was lead author, and has presented her research and published abstracts and proceedings at the American association for Cancer Research and the Veterinary Cancer Society Annual Conference. At The Ohio State University Sandra was heavily involved in clinical trials involving innovative new treatments for pets with cancer. Sandra has also undergone special training in communication, and she is particularly interested in end of life care for pets with cancer and the impact that communication surrounding euthanasia has on pet owners' grief.

## **DR CATHY WARBURTON**

BSc, BVMS, MACVSc,  
MVS, TAA, Dip Pos Psych  
and Well-being

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Cathy graduated from Murdoch University in 1989 as a veterinarian. She worked as a clinician, trainer and manager in private, university and corporate practices for 25 years, mostly in the pressure cooker environment of Emergency and Critical Care. Cathy completed a Diploma in Positive Psychology and Well-being and further training in coaching before starting Make Headway with the aim of having professionals support professionals to advance veterinary mental health.



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