

NEW SESSIONS AVAILABLE!

LOOK
INSIDE! 

MODULE 2: VETERINARY HEALTH, HAPPINESS AND SUCCESS

Ever wonder how the day-to-day of life in practice might be different? The principle of continual improvement is a philosophy of work that boundlessly seeks to make things better. Although some things in life we may leave to chance, the important things, like health, happiness and success, deserve our attention. These are the things that make life worth living.

This module consists of six sessions that provide the knowledge and tools to help you and your team be healthier, happier, and more successful! With a focus on promoting wellness, cultivating happiness, preventing burnout, improving work culture, and enhancing client service, you will be able to make things better every single day, inspired with a fresh vision of the possibilities for you, your team, and your practice.



Session 1 • **VETERINARY HAPPINESS – FROM THE PERSONAL TO THE PROFESSIONAL**

In the powerful words of Aristotle, “Happiness is the meaning and purpose of life, the whole aim and end of human existence.” With the virtually universal desire to live “the happy life” and be successful, the question of happiness in the profession is compelling. Find out what we know about happiness in the veterinary profession and how we can embed happiness and well-being in our workplaces.

This session covers:

- What the science says about happiness
- How happiness contributes to personal and professional success
- The fundamental keys to happiness in the workplace

Session 2 • **BURNOUT – A PRESCRIPTION FOR A HAPPIER, HEALTHIER YOU**

To be a happier, healthier you in the work that you do, it’s important to know about burnout, and what you and your practice can do to lower the risk. Developing strategies to build resilience is key to personal, professional and organizational success. Even in the face of the inevitable stresses, with awareness and proactivity, it’s possible to remain happy and healthy in practice.

This session covers:

- What burnout is
- The causes, symptoms, and consequences of burnout
- A “prescription” for personal, professional and organizational resilience

Session 3 • DIMENSIONS OF WELLNESS – CHANGE YOUR HABITS, CHANGE YOUR LIFE

Wellness is the process through which one becomes aware of, and makes choices towards, a more successful existence. It is the route to good health and wellbeing, and for health care providers, an ethical obligation. Since wellness is based on everyday habits, to improve your wellness, you have to improve your habits. It's not simply "learning" about wellness that leads to positive change, it's changing your habits, because if you change your habits, you change your life.

This session covers:

- The eight dimensions of wellness
- The science behind habits and how they work
- A practical, analytical framework of how habits can be changed and self-care improved

Session 4 • CREATING A CULTURE OF WELLNESS

Contrary to widespread belief, wellness is not just an individual, but also a collective responsibility. For better or worse, health behaviours spread from person-to-person, and just as employee health and wellbeing have a significant impact on the workplace, workplaces have a significant impact on employee health and wellbeing. In a culture of wellness, having healthy, happy employees is a top priority. It's time to take stock and make strides toward true wellness in the veterinary workplace.

This session covers:

- Why we need to be talking about workplace wellness
- The many features and benefits of a healthy, happy workplace
- How you can create a wellness program in your practice

Session 5 • CONVERSATIONS FOR SUCCESS

Success in practice can be measured in many ways – achieving optimal patient and client outcomes; being part of a healthy, happy team; reaching financial imperatives; and experiencing ongoing practice growth. Whichever way it is measured, workplace culture will make or break success. Success depends on the quality of the culture, which depends on the quality of the relationships, which depends on the quality of the conversations. Success depends on conversations.

This session covers:

- What workplace culture is
- How workplace culture influences organizational happiness and success
- How conversations "create, reveal, sustain, and change" workplace culture
- The kinds of conversations that build a healthy, happy and high-performing workplace

Session 6 • THE CLIENT EXPERIENCE – MAKING MEMORABLE MOMENTS

How we relate to one another, the words we choose, and how they are said, are much more powerful than we think. From the moment a client enters the practice to the moment they leave, every moment counts. Learn about the communication strategies that will not only meet your clients' expectations, but inspire trust, safety, hope, and appreciation, all to make the moments memorable.

This session covers:

- What the client experience is
- How it transforms the value of services and enhances client quality of care
- The verbal and nonverbal communication strategies to "stage" client experiences



This program 974-30127 is approved by the AAVSB RACE to offer a total of 12.00 CE Credits (12.00 max) being available to any one veterinarian: and/or 12.00 Veterinary Technician CE Credits (12.00 max). This RACE approval is for the subject matter categories of:
Category Three: Non-Scientific-Practice Management/Professional Development using the delivery method of Seminar/Lecture/Lab/Wet Lab/Interactive-Distance/Non-Interactive-Distance. This approval is valid in jurisdictions which recognize AAVSB RACE; however, participants are responsible for ascertaining each board's CE requirements. RACE does not "accredit" or "endorse" or "certify" any program or person, nor does RACE approval validate the content of the program.