

# ALUMNI REUNION

*Exclusively offered to VHCTAz-member Certificate Program Graduates*

*Tuesday, May 16, 2017*

*1:30-6:00 pm*

*\*lunch 1:30-2:00 pm*

*Approved for 4 CE hours*



**Professional Veterinary  
Team Member Certificate**

*AZ Central Credit Union*

*2020 N Central Ave*

*Suite L150*

*Phoenix, AZ 85013*

## Topics

- Team Rewards and Incentives: Define, Monitor & Hit the Mark
- Getting the Team to Buy in Mentally
- Avoidance Doesn't Work! Difficult Conversations with Clients and Team Members

## Outcomes

- Maximizing the return on your investment in the team
- Troubleshooting challenges from implementing strategies and tools
- Adapting resources to your team's unique culture

## Presenter

Rebecca Rose, CVT



Rebecca has had an extensive and entrepreneurial career as a veterinary technician, as the president and founder of CATALYST Veterinary Practice Consultants, LLC. She has also worked in the field as a veterinary technician at a mixed-animal practice, offered veterinary technician relief services throughout the state of Colorado, and was the first paid administrator of the Colorado Association of Certified Veterinary Technicians. She facilitates classes at local, state, national and international conventions. She coordinates veterinary hospital consultations, assisting veterinary managers in designing customized programs fitting the needs of management and the veterinary team. In January of 2015, Rebecca was voted in as the National Association of Veterinary Technicians in America's President-Elect.

## Professional Veterinary Team Member Certificate Program's

### Alumni Reunion

May 16, 2017

- VHCTAz Member Early Bird:** \$46 *until April 28, 2017*     **VHCTAz Member:** \$56 *after April 28, 2017*  
 **Renew VHCTAz Membership:** \$36

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Hospital: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ V-code: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Name on credit card: \_\_\_\_\_ Signature: \_\_\_\_\_

Dietary Restriction:  Dairy Free  Gluten Free  Vegetarian  Other \_\_\_\_\_

**Fax** registration with Visa, Discover, AMEX or MasterCard information to AzVMA, 602-249-3828  
or **mail** with check to: AzVMA, 100 W. Coolidge St., Phoenix, AZ 85013, **Phone** 602-242-7936

*Cancellations before 5-2-2017 will receive refunds in full. No-shows or cancellations received after 5-2-2017 will be charged the full amount.*