



Veterinary Health Care Team of Arizona
presents

Point of Contact:
First Impressions and Lasting Relationships

Approved for 1.5 CE hours by the Arizona Academy of Veterinary Practice (for technicians).

Thursday, July 20, 2017
6:00 - 8:00 pm

Session Discussion

Schedule

Dinner & Registration Sign-in: 6:00-6:30 pm
Lecture: 6:30-8:00 pm

Location

AZ Pet Vet Training Center
13834 N 51st Ave
Glendale, AZ 85306

- Managing high call volumes
How to turn phone shoppers into clients
Handling emergencies
Words that work for GREAT customer service
Confidence with difficult calls

Presenter

Jo Graham, CVPM, SHRM-CP

Joanne Graham is a Certified Veterinary Practice Manager (CVPM) and is a certified Human Resources professional (SHRM-CP). She has worked in a variety of veterinary medical settings including Veterinary Emergency, Companion Animal General Practice and Large Animal Surgical Referral and General Practice. Joanne is also a Certified Coach with the Institute of Social + Emotional Intelligence (ISEI) and is a Certified Compassion Fatigue Professional (CCFP) and believes in creating positive work culture by acknowledging individual strengths and coaching managers and teams to help them remain supportive, self-aware and collaborative in the ever-changing world of veterinary medicine. Joanne believes in community involvement and is actively involved in a number of local, regional and national business and veterinary management groups and organizations including the Veterinary Hospital Manager's Association (VHMA). In 2015 she was nominated as an Emerging Leader for the VHMA, which gives her the opportunity to find ways to connect with, support and develop future leaders in veterinary practice management. She is dedicated to developing ways to improve and grow the profession, through education and outreach. It is Joanne's belief that the veterinary management profession is a challenging yet rewarding opportunity, and it is her hope that she can continue to help future veterinary managers and veterinary team members develop and sustain a vibrant and successful career.

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VHCTAz/AzVMA Member: \$25.00 Non-VHCTAz/AzVMA Member: \$61.00 (includes 1 year membership for Health Care Staff)
I would like to waive the 1 year membership and pay the non-member fee.

Name: Hospital:

Phone: Position:

Credit Card #: Exp. Date: V-code:

Amount: \$ Name on credit card:

Signature: E-Mail:

Dietary Restriction: Gluten Free Dairy 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 7-10-17 will receive refunds in full. No-shows or cancellations received after 7-10-17 will be charged the full amount.