

Workshop

Leadership Communication Skills for Veterinary Practice: Tools and Strategies for Facilitating Effective Meetings, Conflict Resolution, and Decision Making Processes

By Dr. Jennifer Walinga, Professor and Program Head Mapc

Schedule

8:30 -10:00 am

- **Introductions, Expectations, Overview of Program**
- **Identifying Current Communication Challenges in your Workplace**
- **Drilling Down to the Core Communication Challenge**
- **The Phases of Collaboration: Coordinate, Cooperate, Collaborate**
- **Tools of High Performance Team Collaboration: Process Management, The Gold Medal Standard**

10:00 – 10:30 am Break

10:30 - 12:30

- **Theories of Organizational Communication and Culture**
- **Leadership Communication Models**
- **The Relationship Between Challenge, Solution, and Decision**
- **Decision Making Models**
- **Tools and Strategies for Building Strong Team Culture**

12:30 – 1:30pm Lunch

1:30 - 3:00 pm

- **Generating and Designing Your Leadership Communications: Purpose, Audience, Channels, Message**
- **Theories of Interpersonal and Intercultural Communication**
- **Psychological and Emotional Factors of Communication**
- **Understanding and Navigating Conflict**
- **Interpersonal and Group Processes for Facilitating Communication**

3:00 – 3:15 pm Break

3:15 – 5:00 pm

- **Interpersonal and Group Processes for Facilitating Communication con't.**
- **Designing Your Communication and Culture Action Plan**
- **Closing: Commitments and Reflections**