LONE STAR
VETERINARY
ACADEMY

Preliminary Program Schedule
SPEAK UP AND GET ORGANIZED: A VET PROFESSIONAL'S GUIDE TO EASIER COMMUNICATION AND WORK-LIFE BALANCE
June 12, 2022
3 hours CE
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*All times reflect Central Daylight Time

9 AM CDT   **Welcome/Introductions**

9:10-10:00 AM   **Say What You Need To: Professionally Assertive and Honest Conversations, Part One (1 Credit Hour)**

We've learned to capture any given moment of our lives in as few characters as possible, a perfectly edited picture, or an emoji string. Our current culture is accepting of stunted, one-way discussions. We elicit others to "like" our passing thoughts and grand epiphanies or to leave their passive aggressive thoughts in the comments below.

Yet as we compulsively monitor our electronic conversations, we fail to efficiently convey ideas and concerns face-to-face – especially those that are difficult or sensitive in nature. This is damaging our working relationships and decaying a valued leadership characteristic: being an assertive communicator.

I believe that our expectations, visions, and our concerns must be openly discussed. We don't have to settle for less than honest, open, and direct communication.

Session Goals:
        • Why direct and honest conversations are scary to us – including managers

- Assertive isn't Aggressive – even though it starts with ass... You can say what you mean without saying it mean
- Passive Aggressive and Passive Energy Cycle & Why it fails us
- Assertive Energy Cycle & How it works
- Not mincing your words will save time, clear confusion, and gain genuine respect
- Dealing with reactions from the other party
  - Crying
  - Voice raisers – screamers
  - Silent shutdowns
  - Story tellers
- The elephant in the room – what if I hurt their feelings?!
- Who said index cards are just for speeches?
  - How preparing for talks makes you more efficient
- Defining an effective conversation - a tale of two chats
  2 people are generally in different "head space" for the duration of a conversation
  - How to know if you're on the same page before the conversation is closed
  - Being properly assertive is so rare – you'll be the gem of the practice
- How "take-home" worry and stress is reduced with straight-forward conversations
  - No more sleepless nights replaying conversations & wishing you would have said it better
  - How addressing problems can be uncomfortable but oh the rewards you reap by not waiting!

10-10:10 AM	**Questions/Discussion**
10:10-11:00 AM	**Say What You Need To: Professionally Assertive and Honest Conversations, Part Two (1 Credit Hour)** We'll continue our important discussion on how to say what you mean!
11-11:10 AM	**Questions/Discussion**
11:10-11:20 AM	**Break**
11:20 AM-11:35 AM	**Meet Our Sponsor**
11:35 AM-12:25 PM	**Organized Chaos: Alternatives to the Written To-Do List (1 Credit hour)** Interruptions, miscommunications, staffing changes, limited time to concentrate, wearing multiple hats – these are all barriers to keeping all the duties and details of our day straight. Somedays it seems like there is just no other method than a scrap piece of paper with chicken-scratch notes on it to remind you of that important thing you need to do next. There are so many other options for us out there, and it may seem like a lot of work to figure out which might work for you, so I've done some of the work for you!

Session Goals:
- First things first – written or digital
  - Determining your preference to make the change less aversive (is there supposed to be a new line here)
  - Don't pick a steep learning curve unless you're up for the challenge
  - Keep an open mind – do you actually know what is best for your situation?
  - What's best for you, may not be best for team organization
- Planner: My opinion of the best one on the market
  - What do you really need?
  - Perfectionists beware! It's ok to cross things out
  - Don't let it become a chore
- Digital Options: Apps & templates
- Eisenhower Matrix: Why this was my biggest eye-opener
- Kanban Digital or Physical systems
  - Best for large workflows and group accountability
- Microsoft Forms: Meant for teachers, but hey, that's one of the hats we wear
- Email: You're probably not using even ½ of its features
  - Rules & folders, categories, flagging, reminders to your cell, task lists
- Shared Files: Save time – share
  - Great for 1st line supervisor to manager communication

We often have an unrealistic expectation that these products should be opened and immediately make life simple with no need to try out each individual feature. But who has time to go digging or watching tutorials? I did! My session doesn't focus on finding the next big productivity application or best physical planner, it instead highlights a few functions that I find helpful for the average veterinary professional.

12:25-12:45 PM   **Questions/Discussion/Conclude**

Thanks for learning with us!