

TABLE of CONTENTS

(Managers)

Section I - **Heather Prendergast**

Getting the Team Aligned to Lift the Practice
The Power of Whole Team Utilization
Giving In Receiving Feedback: We All Need It
Developing Mentorship Programs for New Grads (Techs and DVMs) that work

Section II - **Kerry Plemmons**

Leadership: Building the Capacity of the Next Generation
Leadership: Becoming a Multiplier of Talent
Creating a Collaborative Customer Service Culture
Designing the Future of Your Practice: Innovation, Entrepreneurship and Design Thinking
Management Operating Systems
Implement Execute and Create Stickwithitness
Money Matters: A Veterinary Manager's Guide to Financial Fitness

(Support Staff)

Section III - **Michelle Krasicki-Aune**

Fear Free for the 5 Senses: Tips and Tricks for Every Practice

Section IV - **Kathryn Carman**

Time Out for Safety: Utilizing Checklists and a Culture of Safety

Section V - **Heather Prendergast**

Worth Every Penny: Building Value Before Asking for a Raise
Lead Without the Title: Stepping Up Your Game
From Grumpy to Grateful: Transforming the Client Journey
The Communication Bridge: Building Trust from First Call to Check Out
Calm in the Storm: Confident Conversations that Build Client Loyalty