

Advanced Practice Management Program 2024



A Message from Sue Crampton



I am thrilled to introduce you to our Advanced Practice Management Program—an initiative that embodies our commitment to your success as practice leaders.

At Crampton Consulting Group, we understand the unique challenges and opportunities that veterinary practice management presents, and we're dedicated to helping you navigate this complex landscape with confidence.

In today's dynamic veterinary industry, leadership excellence and financial acumen are essential for practice sustainability and growth. Our program has been meticulously designed to empower you with the knowledge, skills, and support needed to excel in every aspect of practice management.

Join us on this transformative journey to elevate your practice, nurture your leadership potential, and secure a thriving future for your veterinary business.

I look forward to welcoming you to our program and witnessing the remarkable growth and success you'll achieve.

Sue Crampton
Business Manager and Lead Consultant
Crampton Consulting Group

Why choose us?

Trusted and Experienced



Our reputation as the go-to experts in veterinary leadership and practice management is widely recognized in the Australian Veterinary Industry. When you choose us, you're choosing to work with the best.



Our team brings a collective 250 years of experience, offering you unparalleled insights and solutions.



We're not just consultants and trainers; we're your dedicated partners in success. We're committed to lifting you out of the mud, clearing the chaos, and taking your practice to the next level. Your success is our mission.

Advanced Practice Management Program

The core focus of our program is to provide dedicated support for attendees in implementing key strategies and techniques. Join us to access the guidance and tools you need to effectively put your learning into action, ensuring your success in the world of veterinary practice management

Our team looks forward to supporting you to achieve your goals and objectives.



Sue Crampton
Business Manager & Lead Consultant



Mark Hardwick
Senior Business Consultant



Tania Gover
Senior Business Consultant



Tracey Strazzeri
Business Consultant



Deb Render
Business Consultant



Jess Odgers
Business Consultant



Rosie Overfield
Specialist Consultant



Andrew Thompson
Specialist Consultant



Program Overview



1 x enrolment into 4-Day Practice Management School Program



Access to tools and templates



1 x enrolment into Leadership Intelligence Program



Practical action and implementation planning



12 x 1 Hour one-on-one coaching & implementation support sessions



1 x enrolment into 2-Day Mid-Program Symposium



Access to coaches for adhoc advice and support



Optional business financial coaching



Program In Detail

Practice Management School

Experience the power of real-time learning and personal interaction with our Live Program, strategically designed to not only provide you with essential leadership and practice management skills but also to guide you through their effective implementation. Join us for an immersive journey where you'll engage with industry experts, connect with peers, and deepen your understanding. Over four dynamic days, you'll gain practical insights, ask questions, and collaborate in an interactive setting, ensuring that you leave not just with knowledge but with a clear plan for practical implementation.

Day One:

Leadership Intelligence

- Theories of success and ethics
- Self-awareness and emotional intelligence
- DISC for enhanced communication
- Managing under pressure
- Mindfulness in decision-making
- Fostering assertive thinking
- Overcoming the 'threat response'

Day Two:

Leading and Managing Others

- Performance management systems
- Motivating induction systems
- Strategic workforce planning
- Recruitment and selection criteria
- Coaching skills mastery
- Challenging conversations
- Change management

Day Three:

Marketing and Customer Service

- Building a strategic marketing plan
- Harnessing the power of social media
- Understanding customer behaviour
- Evaluating customer service systems
- Setting high standards for customer service

Day Four:

Practical Profitability

- Understanding the true cost
- Navigating the dangers of discounting
- Strategies to avoid and overcome discounting
- Mastering inventory management

2024 Locations Include:

Auckland: 11 - 14th March

Hong Kong: 6 - 9th May

Gold Coast: 10 - 13th June

Cairns: 8 - 11th July

Rockhampton: 5 - 8th August

Coffs Harbour: 9 - 12th September

Perth: 11 - 14th November

Program In Detail

2-Day Symposium

Elevate Your Mid-Program Experience with Our 2-Day Symposium!

We believe in the power of continuous learning and growth. That's why we're excited to offer you an exclusive opportunity to join our 2-Day Mid-Program Symposium—an event designed to supercharge your progress and broaden your horizons.

Stream 1

Day 1 & 2: Strategic Planning

- Support from an experienced business consultant
- Guided analysis and goal setting
- Strategy formulation support
- Effective strategy development
- Walk away with a Strategic Plan for your practice

Stream 2

Day 1: Managing Mental Health Challenges in the Workplace

- Legislative understanding
- Effective conversations
- Performance management skills
- Supportive return-to-work plans
- Building a prevention-based workplace



Day 2: Streamlining Practice Success

Gain insights from leading professionals in the fields of:

- Harnessing the full potential of technology
- Enhancing workflow efficiency
- Cultivating robust customer engagement
- Optimizing recruitment and bolstering retention strategies

Join us at the Mid-Program Symposium and seize this unique opportunity to network with fellow leaders, gain fresh perspectives, and equip yourself with the knowledge and skills you need to lead your veterinary practice to unparalleled success.

Program In Detail

Leadership Intelligence Program

Leading a veterinary team is a multifaceted challenge, requiring not only medical expertise but also exceptional leadership skills. Introducing our Leadership Intelligence Program, now enhanced with personalized coaching to help you unlock your full potential as a veterinary leader.

What You'll Gain:

- **A Strong Leadership Foundation:** Begin your journey by exploring leadership fundamentals, shaping your unique leadership philosophy that will evolve with your career.
- **Self-Awareness and Leadership Intelligence:** Develop self-awareness and the leadership intelligence needed to be a role model for your team.
- **Masterful Communication:** Learn to communicate effectively, fostering strong team relationships and facilitating productive discussions.
- **Conflict Resolution Expertise:** Acquire the skills to manage conflicts efficiently, reducing workplace chaos and enhancing morale.
- **Performance Management:** Build a high-performing team that contributes to your practice's profitability and positive culture.
- **Change & Project Management:** Thrive in the ever-evolving veterinary landscape by mastering essential skills in change and project management.

Program Highlights:

- Six comprehensive e-learning modules.
- Downloadable course notes for each module.
- Convenient online lessons, activities, and self-assessments.
- Leadership coaching with an industry experienced coach.
- Certificate of Achievement upon completion.



Program In Detail

Personalised Coaching

At Crampton Consulting Group, we understand that leadership and practice management are not one-size-fits-all. That's why we're thrilled to offer you 12 one-on-one coaching sessions with experienced industry experts.

Our dedicated coaches will work closely with you to identify your unique strengths, tackle your specific challenges, and help you achieve remarkable results in your veterinary practice. Whether it's optimizing your team's performance, mastering financial management, or refining your leadership skills, and much more. Our coaches are committed to helping you maximize your potential and overcome any hurdles you encounter along the way.

But that's not all! With access to our coaches for adhoc advice, you'll have the support you need when you need it most. Whether you're facing a tough decision or seeking expert insights, we're just a call or email away, ensuring you have the guidance and expertise to make the right choices for your practice.

Join us and experience the transformative power of personalized coaching. Elevate your leadership, supercharge your practice, and achieve your professional dreams with confidence.



Program In Detail

Tools and Templates

We're committed to giving you the practical resources you need to excel in your leadership and management role. Our toolbox is filled with a wealth of meticulously crafted tools and templates designed to streamline your operations, boost your efficiency, and enhance your practice's performance.

From human resource templates, to marketing templates and financial management templates, our comprehensive collection of resources is at your fingertips and will help you implement your learning. These time-tested tools are the secret sauce that successful practices rely on to stay ahead in today's competitive landscape.

What's more, we go beyond providing these resources; we guide you on how to effectively implement them into your practice. You'll receive hands-on training and support to ensure you get the most out of each tool and template.

Join us and harness the power of these invaluable assets to drive your veterinary practice to new heights. With our tools and templates, you'll not only save time but also transform your practice into a well-oiled machine. Elevate your practice management game and achieve sustainable success with our arsenal of tools and templates!



Program In Detail

Optional: Business Financial Coaching

Gain Financial Mastery with Business Financial Coaching!

In our commitment to your practice's prosperity, we're excited to offer an exclusive optional add-on to our Program. Our Business Financial Coaching program includes a comprehensive review of your practice's monthly financial figures, and the option to include an analytics dashboard allowing you to gain valuable insights into your financial performance.

Benefit from our 12 month program led by our experienced financial coaches. They will work closely with you to demystify the world of veterinary practice finances. Whether you're looking to boost profitability, optimize your budget, or make informed investment decisions, our coaches have you covered.

Don't let financial uncertainty hold your practice back. Join us for Business Financial Coaching, and together, we'll pave the path to financial success. Invest in your practice's financial well-being today, and watch your veterinary business thrive tomorrow!



Frequently Asked Questions

Who is the Advanced Practice Management Program relevant for?

Our program is perfect for those in leadership and management positions within the veterinary practice. Whether you're a Practice Owner or Practice Manager we invite you to join us!

What support will I receive?

Individual coaching sessions with our coaches are offered throughout the program to support you once you return to practice. We want to see you thrive in your role with all of your new knowledge and skills!

Can I split the program elements up between multiple team members?

No, the program elements are designed to provide a comprehensive learning experience for individual participants. Splitting the program elements among multiple team members would dilute the effectiveness of the program and hinder the intended personalized coaching and development for each participant. The program is structured to empower individual leaders in veterinary practices to enhance their skills and capabilities.

What if I've been to Practice Management School before?

We'd love to see you again! Our Advanced Practice Management Program is ideal for brushing up your skills and taking them to the next level.

Are there any assessments or exams to complete?

No. We've designed this program with easy, practical and supported application and implementation in mind. Our one-on-one coaching sessions will support you to take your theoretical learning and put it into practice straight away.



MORE QUESTIONS?

Contact our friendly team on
07 3621 6005 or
ccgenquiries@provet.com.au

Advanced Practice Management Program 2024

Program Registration

Registrant 1

Surname:
Given name:
Position:
Email:
Mobile:
AVA Number (if applicable):

Registrant 2

Surname:
Given name:
Position:
Email:
Mobile:
AVA Number (if applicable):

Practice Details

Practice name and address:
Phone:
Practice Management Software currently used:

Please select your program choice:

- Advanced Practice Management Program inclusive of 2-Day Symposium Brisbane 24th - 25th July 2024 | AU\$12,300 per person
- Please contact me with more information on the 12 Months of Business Financial Coaching

Please select your Practice Management School location choice:

- Auckland 11 - 14th March 2024
- Hong Kong 27th - 30th August 2024
- Gold Coast 10 - 13th June 2024
- Cairns 8 - 11th July 2024
- Rockhampton 5 - 8th August 2024
- Coffs Harbour 9 - 12th September 2024.
- Perth 11 - 14th November 2024

Paying by Provet Plus Points?

I, Account Number:
ABN: authorise for Provet Plus Points to be deducted from my account for the above programs. I have confirmed with my Provet branch that my account has the required points.
Signature:

Paying by Credit Card?

Credit card type () Visa () Mastercard
Card #
Name on card
Expiry date /
Amount to be deducted
Cardholder signature
Invoice to be made out to

Email to ccgenquiries@provet.com.au

YOUR PRIVACY. The information you provide is collected for the purpose of processing your registration or for use in a CCG product or service. It may also be used for the related purpose of keeping you informed of upcoming CCG events and assisting us in improving and marketing our services to you. As part of the arrangement between CCG and supporting companies, CCG will issue each partnering or sponsoring company with the name of all participants and their participating practice. By submitting the registration form, your details will be added to the CCG database and used to address specific promotional material to your attention. If you do not wish to receive further information from the CCG please tick here ____ CCG acknowledges and respects your privacy and the confidentiality of the personal information you have provided.

PLEASE NOTE OUR CANCELLATION POLICY: Cancellations received up to five working days before the Advanced Practice Management Program are refundable - minus a AU\$300 service charge. Cancellations received less than five days prior to the Advanced Practice Management Program commencement and non-attendance will be considered as non-refundable.

Program proudly
delivered by:

