



# TECHNICIAN, MANAGEMENT & FRONT OFFICE PROGRAM

## THURSDAY, OCTOBER 14, 2010

*\*all sessions are 50 minutes in length and worth 1 CE credit*

	TECHNICIAN	TECHNICIAN	TECHNICIAN	MANAGEMENT	MANAGEMENT	LABS
7:30 AM	<b>CONFERENCE BREAKFAST IN THE EXHIBIT HALL</b>					
9:00 AM	<b>The Inside Poop on Probiotics</b> Nancy Loes, DVM	<b>What's Your Sleep Number? Multi-Modal Anesthetic Protocols and Monitoring</b> Carrie Jo Anderson, CVT	<b>Avian Hematology</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>HR Fundamentals: What Every Veterinary Practice Absolutely Needs To Know)</b> Charlotte A. LaCroix, DVM, JD	<b>Lead the Way: The Who, What, and How of Personal Leadership</b> Kara M. Burns, VTS, MS, MEd, LVT	9:00 – 11:50 am <b>**Pre-registration Required</b>  <b>PSI (Parasite Scene Investigation): A Challenge!</b> Todd Huspeni, BA, MA, PhD
10:00 AM	<b>What You Need To Know About Supplements</b> Nancy Loes, DVM	<b>The Doberman Everybody Dodges: Planning for the Surgical vWD Patient</b> Carrie Jo Anderson, CVT	<b>Reptile Hematology</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>How to Set Up and Maintain Legal Employee Folders</b> Charlotte A. LaCroix, DVM, JD	<b>Ostrich Syndrome: Conflict Avoidance vs. Conflict Management</b> Kara M. Burns, VTS, MS, MEd, LVT	
11:00 AM	<b>Osteoarthritis: How You Can Help</b> Nancy Loes, DVM	<b>Anesthesia for Head Cases</b> Carrie Jo Anderson, CVT	<b>Elasmobranch and Fish Hematology</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>Managing Employees: What You Should and Should Not Do</b> Charlotte A. LaCroix, DVM, JD	<b>Let's Talk! Having Courageous Conversations</b> Kara M. Burns, VTS, MS, MEd, LVT	
12:00-1:30 PM	<b>LUNCH IN THE EXHIBIT HALL</b>					
1:30 PM	<b>ECG's: A Stepwise Approach</b> Mary Tefend Campbell, CVT, VTS (ECC)	<b>Veterinary Technician's Role in the Equine Ophthalmic Exam</b> Amy Butzier, MEd, CVT	<b>Giardia: Life Cycle and Identification Tips</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>Rewards &amp; Motivation: It's Not All About The Money</b> Charlotte A. LaCroix, DVM, JD	<b>Let's Talk Money - A Review of Compensation and Benefits</b> Sheila Grosdidier, BS, RVT, MCP, PHR	1:30 – 4:20 pm <b>**Pre-registration Required</b>  <b>Maintaining Profitability Without Relying On Pharmacy</b> Ronald E. Whitford, DVM
2:30 PM	<b>Specialty Feeding Tubes</b> Mary Tefend Campbell, CVT, VTS (ECC)	<b>Equine Dental Anatomy</b> Amy Butzier, MEd, CVT	<b>Cytology of Mammalian and Exotic Animals, Part 1</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>Dealing with Problem Employees: "You're Not Stuck With Them" - HR Diagnostic</b> Charlotte A. LaCroix, DVM, JD	<b>"Doesn't Anyone Want to Work Anymore?" Understanding a Changing Labor Market</b> Sheila Grosdidier, BS, RVT, MCP, PHR	
3:30 PM	<b>Pediatric Emergencies</b> Mary Tefend Campbell, CVT, VTS (ECC)	<b>Equine Nutrition</b> Amy Butzier, MEd, CVT	<b>Cytology of Mammalian and Exotic Animals, Part 2</b> Joel Pond, Zoo Veterinary Technician, BS, CVT	<b>Compliance Audits: Why Are They So Critical</b> Charlotte A. LaCroix, DVM, JD	<b>"Stop Sucking The Joy Out of My Day!"</b> Sheila Grosdidier, BS, RVT, MCP, PHR	