



2021 WVPMA Leadership Conference

April 23, 2021

GUEST SPEAKER



ELIZABETH
"BETSY" CHARLES
DVM, MA

Elizabeth "Betsy" Charles, DVM, MA combines a wide variety of professional experiences with her love of veterinary medicine in order

to help others be the best they can be. After graduating from Washington State University's College of Veterinary Medicine in 2003 and completing an internship with an equine referral hospital, she joined a performance horse practice as an associate veterinarian and then served as their Imaging Center Director. She also developed the practice's extern program and is also an adjunct professor at Washington State University.

Dr. Charles completed a master's degree in Organizational Leadership in May 2009 where her thesis dealt with implementation of change efforts within organizations, specifically veterinary practice. To that end, she loves helping veterinary professionals understand how the principles of emotional intelligence can help facilitate implementation of change initiatives in practice using the servant leadership model.

One of her main areas of interest is generational diversity as it applies to veterinary medicine and she has spoken on this topic at veterinary colleges around the country. She has also helped team members in private practice implement these communication strategies. She has been involved with the Veterinary Leadership Experience as a speaker and facilitator for nine years and is now the Executive Director of The Veterinary Leadership Institute, the organization responsible for putting on the annual VLE event. She served on the AVMA's Council on Communication, recently completed a term on the Student Relations Committee for the American Association of Equine Practitioners and is now a member of the AAEP's Leadership Development Committee as well as the AAEP's Student Programs Task Force.

Currently, Dr. Charles is the Executive Director of the VLE which allows her to combine her passion for veterinary medicine, leadership development, teaching, and communication so she can be a difference maker in the veterinary profession. She enjoys having authentic and meaningful conversations with everyone who crosses her path, reading, and taking the time to be still, something she is just learning how to do. When she is not trying to make a difference in the veterinary profession, you can find her at the barn riding, Lenny, the best horse ever.

8:00-8:15am Registration

8:15-8:50am Annual Meeting

8:50-9:00am Royal Canin

9:00-10:30am Self-Awareness: The Gateway to a High Performing Team

The current leadership model for veterinary medicine often involves the leader telling the team what to do without regard to what she or he brings to the table. Unfortunately, this model is not effective in the 21st century. In order to be an efficient and successful leader today, the leader must know who they are, how they respond in various situations, and what their strengths are. This session will use the work of Salovey, Mayer and Goleman, as well as other emotional intelligence experts to help participants better understand what makes them tick so they can lead effectively. Participants will work through several scenarios in order to better understand themselves and what they each, individually, bring to the team. Scenarios will look at personality, conflict style, ability to understand emotions, as well as response to shame. Participants will be given specific time for reflection and application of the concepts discussed.

10:30-10:40am MVS

10:40-10:50am MCS

10:50-12:00pm Can't we all just get along?

Strategies for Constructive Conflict Resolution Pt 1

In this workshop, participants will learn to apply the nonviolent communication model developed by Dr. Marshall Rosenberg in their practice environment. Using group discussion, small group activities, and personal reflection, participants will gain the skills necessary to allow them to resolve conflict constructively. Participants will also explore how understanding diversity plays a role in constructive conflict resolution.

12:00-12:10pm Purina

12:10-12:50pm Lunch

12:50-1:00pm Covetrus

1:00-2:30pm Can't we all just get along?

Strategies for Constructive Conflict Resolution Pt 2

2:30-2:40pm Dechra

**2:40-4:00pm Cracking the Perfectionism Code Together:
How Veterinarians and Veterinary Technicians Can Better Understand Each Other**

Through our training, we have developed a fixed mindset that is further solidified with perfectionism, both strategies that are not helpful in our success. Using the work of Carol Dweck, Brene Brown, and Simon Sinek, this workshop will explore the skill sets required for a healthy approach to learning and growth in a profession that requires resilience for success. We will also discuss how to build a supportive team environment by better understanding veterinarian and veterinary technician roles as they relate to perfectionism. A key component of the workshop will be self-awareness around the concepts discussed.

4:00-4:30pm Questions and Closing Remarks

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A Zoom meeting invite will be sent out to emails on file for all WVPMA members and sponsors.

One invite per member and sponsor will be sent out before the meeting dates.

This virtual conference is free to all WVPMA members and sponsors. We look forward to a fun filled and educational meeting.