



October 27th-30th 2019

EQUINE

October 30th -Nov 2nd 2019

SMALL ANIMALS

VENUE

ZEIST CASTLE

HOTEL FIGI

ZEIST

The Netherlands

PRICE:

€ 1.950

ALL INCLUSIVE

PROGRAM INCLUDES:

- 3 nights lodging
- all meals
- education materials

REDUCED PRICE:

€ 1.600

PROGRAM INCLUDES:

- all meals
- education materials

TO REGISTER

contact Joop Loomans
at

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MORE INFORMATION:

BUSINESS EDUCATION FOR VETERINARIANS AND PRACTICE MANAGERS

This veterinary industry's signature annual business meeting brings together high-level thought leaders and influential business people from outside and inside the veterinary industry. It's a forum for strategic business discussions on the most pressing issues and offers unmatched opportunities to network with your peers.

This European program is currently in its 10th year, developed by and for equine and companion animal veterinarians and their key staff leaders. You will leave with tools in hand and practical take home ideas to implement. The program is limited to 36 people.

This is an experience unlike any other!

Join our lectures and interactive workshops and this time learn about:

How you can change your leadership style depending on the situation

Improving logistics in your practice for several healthcare pathways

Using customer experience to train your staff

What telemedicine can do for your practice

New business models that can help you and your practice to remain relevant in the current disruptive marketplace

How embracing digitization can help you to improve services to your customers

Inventory and purchasing best practice

Speakers:

Professor Bert Kersten Nyenrode Business University, the Netherlands

Rob Kieboom DVM, Rob Kieboom Consulting, the Netherlands

Oliver Gehrig DVM, Diplovets, Germany

Dr. Dorina Thiess, Piavita AG, Switzerland

Mike Pownall DVM MBA, Oculus Insights, Canada

Bouvier Brocks DVM dipl.ECVS, Oculus Insights, the Netherlands

Bob van der Heijden DVM NLP, Samenspraak, the Netherlands

Joop Loomans DVM PhD, Oculus Insights, the Netherlands

For more details see the program schedule on the back of this flyer

WWW.OCULUSINSIGHTS.NET WWW.VETERINARYBUSINESSSCHOOL.COM

VETERINARY BUSINESS SUMMIT

27 October - 2 November 2019, Zeist, the Netherlands

SUNDAY, October 27th Start Equine

WEDNESDAY, October 30th Start Small Animals

16.00 Figi Hotel Check-In & Event Registration
 18.30 Welcome Reception Brasserie Zeist Castle
 20.00 Program Opening Session

	MONDAY October 28th	TUESDAY October 29th	WEDNESDAY October 30th
Equine			
Small Animals	THURSDAY October 31st	FRIDAY November 1st	SATURDAY November 2nd
8.45	The Veterinarian as a Leader Coaching yourself. Using the Core Quality Model to Analyse Feedback. <i>Rob Kieboom</i>	Healthcare Pathways How to reorganize the flow in your practice and work more efficient. <i>Professor Bert Kersten</i>	Reinventing Your Veterinary Business Using the Business Canvas to systematically analyze your practice and prepare your practice for the future. <i>Bouvien Brocks and Joop Loomans</i>
10.30	Break	Break	Break
10.45	The Veterinarian as a Leader Coaching your staff. <i>Rob Kieboom</i>	Healthcare Pathways Support of ICT in practice logistics. <i>Professor Bert Kersten</i>	<i>Continued</i> <i>Bouvien Brocks and Joop Loomans</i>
12.00	Lunch	Lunch	Lunch
13.30	Situational Leadership Traditional versus Modern Leadership. Flexible Leadership. <i>Rob Kieboom</i>	Training Your Staff Using Customer Feedback How to collect customer experiences and use both positive and negative experiences to improve your practice. <i>Bob van der Heijden</i>	New Business Models to Team Up With Aligned Practices Cooperates are taking over a lot of veterinary practices all over the world. What are the alternatives for independent practices? <i>Mike Pownall</i>
14.30	Break	Break	Break
14.45	Cases "The Japanese Client" Model "Intervention Levels" <i>Rob Kieboom</i>	Telemedicine in Veterinary Practice Using technology to get more information and knowledge for your practice. <i>Dorina Thiess and Oliver Gehrig</i>	Inventory and Purchasing Best Practice Increase you knowledge on lean inventory management and smart purchasing. <i>Mike Pownall</i>
16.30	Program end	Program end and 17.15 bus from Hotel to:	4pm Meeting Close
18.30	Dinner at the Figi Hotel	UTRECHT CITY CRUISE PLUS DINNER	

For more information: www.OculusInsights.net

A special *Thank You* to our business partners supporting and investing in the veterinary profession.

