



VET ALLIANCE

Continuing Education Invitation

Four Generations – Four Approaches to Compliance

Giselle Kovary, MA

This highly engaging and interactive session begins with an overview of the different generations as clients and colleagues. We explore how generational identities translate into behaviours that impact client loyalty, their respect for your authority and how their different work styles impact how you must engage clients. We focus on what clients value and desire from their veterinary hospital and explore how generational identities impact your business' ability to foster long standing relationships with clients. Each participant will leave the session knowing how to better collaborate as a team and engage in client conversations which result in improved acceptance of recommendations and compliance.



As president and co-founder of n-gen People Performance Inc., Giselle is dedicated to building strategies and programs that help clients target, motivate and engage employees in order to increase performance and productivity. She is a sought after resource to industry leaders, having worked with 18 of the top Fortune 500 companies across North America. Over 60,000 people globally have experienced an n-gen workshop or presentation. With close to 20 years of experience in learning and development, she has devoted more than 13 years to researching the impact that generational differences have on organizational performance.

Complimentary to Staff of Vet Alliance Member Clinics

*Registration Fee for Non-Members of Vet Alliance is \$250.00/person. Contact Denise for registration details
Registration priority will be given to staff of Vet Alliance member clinics

Time: Dinner 6-7 pm
Full Team Lecture: 7-9 pm
RSVP: Friday September 1, 2017

Wednesday Sept 13 2017

Sawmill Banquet Hall
3840 – 76 ave
EDMONTON, AB

Event Sponsored by:

