**Booking Form**

**Please return to Julie Davidson, your local Animalcare Territory Sales Manager at jdavidson@animalcare.co.uk**

**or email to ala@animalcare.co.uk or fax to 01904 487611**

**Your details:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Practice name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Practice address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Booking details:**

Number of tickets required: \_\_\_\_\_\_\_ (£99 (incl VAT) each)

Credit card number:

\_\_ \_\_ \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_

Expiry date: M M/ Y Y Y Y CVV 3 digit code \_\_ \_\_ \_\_

Name the card is registered to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Or call 01904 487687 to pay over the phone**

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date: wednesday 6th JUNE 2018**

**Time:**

**14:15 LUNCH SERVED**

**14:45 WORKSHOP COMMENCES**

**18:15 WORKSHOP CONCLUDES**

**Location:**

**VSSCo**

Animalcare Ltd., 10 Great North Way, York Business Park, York, YO26 6RB



**TIME MANAGEMENT**:

* Explore different ways to manage time
* Make better choices by distinguishing between ‘urgent’ and ‘important’
* How to overcome procrastination
* How to prioritise your time
* How to deal with time thieves
* How to say no to 'time monkeys'
* How to delegate effectively

**HANDLING CONFLICT:**

* Explore how you prefer to handle conflict
* How to achieve a win/win with staff and customers
* When to walk away
* How managing conflict impacts positively on team morale and performance

**Time Management & Conflict Handling in Practice**

**A 3.5 hour CPD workshop to help you develop your people, yourself and your business**