

## **KARL BOVENIZER** MVB, CertVC, MRCVS

Karl is a vet, practice owner and an executive life coach. He became a certified NLP (Neuro-Linguistic Programming) practitioner about 6 years ago and started life coaching and working with businesses at that point. He varied from helping people find their goals, get through personal issues and on a business front worked with firms to help them build core values, vision and improve communications. 2 years ago he became

an EOS implementer, EOS is a simple but effective operating system for small to medium entrepreneurial businesses.

Teaching them how to build traction and vision to break through the ceiling to the next level. There are a lot of tools that are useful to the vet practice business model which Karl implements in his own vet business daily. Finally he believes in constant learning and to that end he has just enrolled in a MSc in Executive coaching.

His sessions will include:

### **TALK 1**

Accept how we all see the world is different. Work with some NLP presuppositions and how they can help us work together. We not 1' communication. Solving awkward relationships. How to approach a conversation with someone about something controversial or a concern you have about something that has happened in the practice. How to discuss your concerns whilst talking to an employer. How to approach managing a staff dispute or disagreement.

### **TALK 2**

The Consultation Room - How to get the answers you want out of clients, what to ask, how to react, importance of body language, reflective listening/echoing. How to put forward treatments plans, how to discuss money/costs and top tips on how to reach a conclusion/plan effectively with clients.

## **DAVID MCKEOWN** BVMS CertSHP ArAgS MRCVS

David McKeown qualified more years ago than he cares to remember. After 24 years as a partner in a busy north Antrim practice he moved sideways into a fledgling role with the VDS. A leap of faith and definitely outside his comfort zone. His involvement grew as VDS' engagement with its members grew. David has chaired various committees in VDS, and been a member of the VDS Executive, the small team which essentially runs the business. He has daily involvement in delivering the VDS advice service on policy, risk management and membership issues as Director of Member Services. He retains a particular interest in the welfare of members, young graduate support as well as the matters which specifically concern Irish members North & South.

His session includes:

David will cite some examples of claims experience as well as emphasising the support available to all through VDS and including the newer initiatives incorporated within VDS Training.

## **LYNN MCKEOWN** MCIPD

Lynn McKeown grew up on the north coast of NI, with her Dad as a vet, his practice was a busy mixed practice and Lynn was immersed in the world of veterinary from an early age. Lynn has qualifications in HR, Digital Marketing and is an Advanced NLP Practitioner (Neuro Linguistic Programming). NLP skills and their practical application are at the heart of Lynn's work and in particular within business to develop strategy, teams and individuals. Lynn has extensive experience of using these skills to achieve results with clinicians and teams in professional practice and as an HR, Business Consultant with Zoetis and coach, Lynn provides professional advice and practical support across vet practices.

Her Session Includes:

'It's all about you' - all that's needed is your curiosity and eagerness to learn. Be introduced to Neuro-Linguistic Programming (NLP) Learn and use the 'well formed outcome' framework. Develop the art of asking questions to turn issues into achievable outcomes. Start to create real change in yourself. Consider what's important in life for you.

## **BRIAN HORNER** FPFS, Director of M&D Financial Management

Brian has been working closely with many veterinary professionals in Northern Ireland for a number of years now. He is a Fellow of the Personal Finance Society and provides independent advice to both individuals and practices across the province. M&D are committed to helping the local veterinary community in all financial matters.

His Session Includes:

### **1. MORTGAGES**

How to source the best deals. Why re-mortgaging can save thousands of pounds.

Why you shouldn't simply accept what your current bank or building society has to offer.

Learn about different types of mortgages and special deals available for Vets.

Learn about mortgage requirements for the self-employed and what you can realistically borrow

### **2. PERSONAL TAX**

Understand the tax allowances currently available. Learn how to minimise income tax. Basic tutorial of self-assessment

### **3. INSURANCE**

Understand the importance of insurance and which products you should have. Learn the difference between good and poor levels of cover.

Why it's not too late to renegotiate your insurance.

