



Staff Training with KARYN GAVZER

sponsored in part by Pets Best Insurance

Saturday, February 11, 2012, Indianapolis Marriott East, 7202 E. 21st Street, Indianapolis, IN – Salon 1-3

Karyn Gavzer is a veterinary practice management consultant specializing in marketing and training. She says her job is to help practices “go and grow” with new ideas and practical plans.

She has worked with industry, associations, and veterinary practices for over 18 years. She is best known, however, as the former director of marketing for the American Veterinary Medical Association (AVMA) where she created public campaigns with industry, such as “Pets Need Dentistry, Too” and training programs to help veterinarians and their staffs market their services more effectively.

Karyn has an MBA and she is one of less than 200 certified veterinary hospital managers (CVPM) in North America. She is a member of the American Animal Hospital Association (AAHA) and one of the founders of VetPartners (formerly known as the Association of Veterinary Practice Management Consultants and Advisors).

Karyn is particularly well known for helping practices with strategic planning and with implementing improvements from the AAHA compliance study. She is a sought-after consultant, speaker and writer on these and other management and marketing issues. Above all else, Karyn says she is a pet owner and one of the people that walk through the front door of your office every day. She makes a point of sharing that perspective in all of her work.

Karyn and her senior kitty, Ashley, live in Springboro, Ohio.

SCHEDULE OF EVENTS

7:45-8:15 am	Registration outside of Salon 1-3
8:15-9:15 am	Five Rules for Constructive Conflict Resolution – Part 1
9:15-9:35 am	Break
9:35-10:35 am	Five Rules for Constructive Conflict Resolution – Part 2
10:35-10:55 am	Break
10:55-11:55 am	Seven Rules for Profitable Pricing in Practice
11:55 am-2 pm	Lunch on your own
2:00-2:50 pm	How to Go and Grow in a Slow Economy – Part 1
2:50-3:10 pm	Break
3:10-4:00 pm	How to Go and Grow in a Slow Economy – Part 2
4:00-4:20 pm	Break
4:20-5:00 pm	Here Kitty, Kitty..and Bring Your Owner!

*Bring your staff to this important continuing education opportunity!
Registration for this meeting is just \$40 for staff members in your practice.*

Staff Name(s):

Clinic Name:

Address:

City:

State

Zip

Phone:

Email:

Cost:

\$40 x _____ = \$ _____

*This cost is for staff only.
Veterinarian fees are
included in their annual
meeting registration fee.*

Credit Card: Visa Mastercard Discover Am Ex

CVV# _____ Card No. _____

Exp. Date _____ Signature _____

Please return to the IVMA office at: 201 S. Capitol Ave., Suite 405, Indianapolis, IN 46225 or fax to (317) 974-0985 by January 18, 2012