

Time	Sunday October 31, 2010	
7:30 am - 8:15 am	Breakfast, Networking and Registration	
8:15 am - 8:30 am	Opening Remarks	
8:30 am - 9:30 am	Plenary - Everything I needed to know about relationship-centered care I first learned from dogs <i>Dr. Thomas Inui</i>	
9:30 am - 10:00 am	Energy Break and Networking	
10:00 am - 11:30 am	"Appreciative Inquiry" - Use of a narrative-based method for organizational development <i>Dr. Thomas Inui</i>	
11:30 am - 1:00 pm	Communication and relationship-centered leadership: a path to a purpose <i>Darcy Shaw</i>	One health-global health: building a trans-disciplinary foundation in education <i>Bonnie Buntain</i>
1:00 pm - 2:00 pm	Lunch	
2:00 pm - 3:30 pm	Effective and compassionate communication in end-of-life issues <i>Susan Marino</i>	
	PODIUM PRESENTATIONS	
2:00 pm - 3:30 pm	Integrative teaching: combining history taking, physical exam and communication <i>Cindy Adams</i>	
2:00 pm - 3:30 pm	Integration of communication skills into surgery laboratories - an update <i>Julie Cary - Kelly Farnsworth</i>	
2:00 pm - 3:30 pm	Integrating communication learning throughout a centre for companion animal primary healthcare education <i>Sherri Cox - Elizabeth Stone - Jason Coe</i>	
2:00 pm - 3:30 pm	Assessment of 1st year veterinary students communication skills using an OSCE <i>Kent Hecker - Cindy Adams</i>	
2:15 pm - 2:30 pm	Energy Break and Networking	
4:00 pm - 5:30 pm	Changing behavior - on both ends of the leash <i>Petra Mertens</i>	Using our "Outside Voices": an interactive program focused on enhancing non-verbal communication and empathy <i>Jane Shaw - Carol Barton</i>
	PODIUM PRESENTATIONS	
4:00 pm - 5:30 pm	Shared decision making in the veterinary consultation <i>Sally Everitt</i>	
4:00 pm - 5:30 pm	Improving client adherence to dentistry and surgery recommendations in companion-animal practice <i>Noureen Kanji - Jason Coe</i>	
4:00 pm - 5:30 pm	Talk to the animals: conversation analysis of veterinarians' "I know" responses to patients <i>Clare MacMartin - Jason Coe - Cindy Adams</i>	
4:00 pm - 5:30 pm	The expectations of oncology clients at a tertiary referral centre <i>Debbie Stoewen - Jason Coe - Catherine Dewey</i>	
4:00 pm - 5:30 pm	The impact of an educational intervention to enhance veterinarian communication skills: a pilot study <i>Michelle McArthur</i>	
6:00 pm - 7:00 pm	Welcome Reception	

Time	Monday, November 1, 2010	
8:30 am - 9:15 am	Breakfast, Networking and Registration	
9:15 am - 9:30 am	Opening Remarks	
9:30 am - 10:30 am	Plenary Panel - Communication skills training: practical lessons from the trenches to improve your practice and life <i>Beth Spencer, Mike Cavanagh and Sam Romano</i>	
10:30 am - 11:00 am	Energy Break and Networking	
11:00 am - 12:30 am	Man's best friend? Veterinary malpractice avoidance strategies through effective communication <i>Doug Jack</i>	Interactive demonstration and integration of communication skills assessment in two objective structured clinical examinations <i>Julie Carey - Suzanne Kurtz - Cindy Adams</i>
12:30 am - 2:00 pm	Organizational Meeting – IVCI – ALL Welcome <i>Doug Jack</i>	Lunch
2:00 pm - 3:30 pm	Assessing communication skills: where do we start? <i>Kent Hecker</i>	Authoring Robust Communication Cases for Successful Portrayals by Standardized Clients <i>Gwyn E. Barley – Jane Shaw</i>
PODIUM PRESENTATIONS		
2:00 pm - 3:30 pm	Veterinary faculty & staff attitudinal survey on communication skills and communication training <i>Sarah Abood</i>	
2:00 pm - 3:30 pm	Cultural competency in veterinary consultations: initial exploration of learning issues <i>Jennifer Mills - Simone Volet - Farida Fozdar</i>	
2:00 pm - 3:30 pm	Cross cultural communication <i>Cindy Adams - Suzanne Kurtz</i>	
POSTER PRESENTATIONS & RECEPTION		
3:50 pm - 4:00 pm	Teaching veterinary professionalism in the face(book) of change <i>Jason Coe - Cynthia Woeller</i>	
4:00 pm - 4:10 pm	An innovative strategy for enhancing veterinary student agricultural literacy using video-taped student client interactions <i>Michelle Kopcha – Ron Erskine</i>	
4:10 pm - 4:20 pm	Communication - a key professional skill <i>Jill MacDonald</i>	
4:20 pm - 4:30 pm	Applications of audience response systems in veterinary communication skills training <i>Jenny Moffett</i>	
4:30 pm - 4:40 pm	The art of translating science: from academic to community perspectives <i>Catherine Nelson – Jill Morstad</i>	
4:40 pm - 4:50 pm	Continuous evaluation of a required nutrition course in a professional veterinary curriculum <i>Sarah Abood</i>	
4:50 pm - 5:00 pm	Preliminary educational course of communication in veterinary medicine through clinical role-playing scenarios <i>Tsukimi Washizu - Hazuki Kajiwara - Mami Nakagawa</i>	
5:00 pm - 5:10 pm	Teaching husbandry of small exotic mammals: an innovative teaching paradigm in veterinary education <i>Darrel Florence</i>	
5:10 pm - 5:20 pm	A longitudinal and cross-sectional investigation of veterinary students' empathy and attitude toward indigent clients <i>Elizabeth Boynton - Suzie Kovacs - Donald Gabard</i>	
5:20 pm - 5:30 pm	Integrative objective structured clinical exam: combining communication, history taking, physical exam and formulation of a problem list <i>EK Reads – GD Krebs</i>	

Time	Tuesday, November 2, 2010	
8:30 am - 9:15 am	Breakfast, Networking and Registration	
9:15 am - 9:30 am	Opening Remarks	
9:30 am - 10:30 am	Plenary - Contextualized teaching: integrating medical / technical and communication skills <i>Sarah Baillie</i>	
10:30 am - 11:00 am	Energy Break and Networking	
11:00 am - 12:30 am	The need for a presence plan: communication challenges associated with a pet's terminal diagnosis <i>Doug Koktavy</i>	You Want to Do A Study of Communication in Veterinary Medicine: Asking Good Questions; Getting Useful Results <i>Richard Frankel</i>
12:30 am - 1:30 pm	Lunch	
1:30 pm - 3:00 pm	The development and implementation of a module in consultation skills for veterinary practitioners <i>Paul Manning</i>	Raising questions for communication research <i>Richard Frankel</i>
	PODIUM PRESENTATIONS	
1:30 pm - 3:00 pm	Developing three resources to promote inter-professional communication skills <i>Sarah Baillie - Tierney Kinnison - Perdi Welsh</i>	
1:30 pm - 3:00 pm	Team level co-ordination and communication for increasing bio-security and staff performance at a swine farm in Japan <i>Rie Fukui - Kure Katsumasa - Nachi Hogo</i>	
1:30 pm - 3:00 pm	Veterinary team dynamics: understanding factors impacting the veterinary team <i>Irene C. Moore - Jason Coe</i>	
1:30 pm - 3:00 pm	An intervention: communication skills education onsite in a veterinary practice <i>Jane Shaw</i>	
3:00 pm - 4:30 pm	Great expectations: how client expectations are changing the way we communicate <i>Nancy Kay</i>	Pain: unique challenges to communication, compliance, and care a workshop in overcoming obstacles <i>Robin Downing</i>

- Program is subject to change -