

## Ohio Dairy Health and Management Certificate Program

### Module 5: Leadership and Personal Effectiveness

(May 28-29, 2015)

Hilton Garden Inn; 3232 Olentangy River Road; Columbus, OH 43202

<http://hiltongardeninn3.hilton.com/en/hotels/ohio/hilton-garden-inn-columbus-university-area-CMHUAGI/index.html>

General objective: To develop leadership and communication skills; and, thus, increase the personal effectiveness of practicing dairy veterinarians.

General requirements: laptop computer, electronic mail account, and access to Internet.

<i>THURSDAY, May 28, 2015</i>			
Time & Date	Topic(s)	Speaker(s)	Meeting
7:20-8:00 am	<i>Breakfast (provided in lobby)</i>		
8:00-9:00 am	Welcome, Introductions, Present Problem List on Personal Effectiveness/ Leadership/ Communication	Gustavo Schuenemann, DVM, MS, PhD Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
9:00-9:30 am	On-Farm Health Care Communication Principles	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	
9:30-10:00 am	Examples of Successful & Less Successful Projects		
10:00-10:15 am	<i>Break</i>		
10:15-11:15 pm	Team Problem Solving Exercise	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
11:15-12:00 pm	Toulmin's Message Construction; Small Team Activity		
12:00-12:45 pm	<i>Lunch (provided on-site)</i>		
12:45-1:15 pm	Message Presentations, 5 Min per Team	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye

1:15-2:55 pm	Tools for Working Effectively in Teams		
2:55-3:10 pm	<i>Break</i>		
3:10-3:30 pm	Listening to Understand; Giving & Receiving Feedback	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
3:30-4:00 pm	Five Foundations of a Comment; Rational Behaviors		
4:00-5:00 pm	Three Useful Tools for Strategic Thinking & Planning		
5:00-6:00 pm	<i>Social Hour and Dinner (provided on-site)</i>		
6:00-7:00 pm	Addressing the Attack on Science & Working with Special Interest Groups & the Media	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
7:00 pm	<i>Adjourn</i>		
<b>FRIDAY, May 29, 2015</b>			
<b>Time &amp; Date</b>	<b>Topic(s)</b>	<b>Speaker(s)</b>	<b>Meeting</b>
7:20-8:00 am	<i>Breakfast (provided in lobby)</i>		
8:00-8:30 am	Reflections from yesterday: What was useful and what needs clarification?	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
8:30-9:00 am	Interpersonal Skills & Understanding Conflict		
9:00-9:15 am	<i>Break</i>		
9:15-10:30 am	Team Problem Solving Exercise	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
10:30-11:00 am	Message Mapping & Message Components		
11:00-12:00 pm	Message Development as Individuals		
12:00-1:00 pm	<i>Lunch (provided on-site)</i>		

1:00-2:15 pm	Present & Discuss Messages, 5 min per person	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
2:15-2:30 pm	<i>Break</i>		
2:30-3:00 pm	Edit Messages based on Discussion	Don Klingborg, DVM Dale Moore, DVM, MPVM, PhD	Olentangy & Buckeye
3:00-3:30 pm	Present & Discuss Edited Messages, 2 min per person		
3:30-4:30 pm	Putting it all Together – “You Cannot Not Communicate”		
4:30-5:00 pm	Talking to Clients about Money		
5:00-6:00 pm	<i>Social Hour and Dinner (provided on-site)</i>		
6:00 pm	<i>Adjourn</i>		