

## Effective Communication Strategies for Animal Care and Use Programs

Hyatt Regency Bellevue

April 1, 2019

Developing and maintaining a positive communication environment is the foundation upon which a culture of compliance can be built. During this session, speakers and attendees will engage in small group work and mock exercises to:

- Review various activities that can improve the communication environment between the assorted stakeholders and those who provide both animal care and IACUC support
- Learn how to develop and maintain a positive communication environment
- Identify situations that can compromise a positive communication environment
- Discuss ways to deal with difficult communication situations

*\*Note: There is a preconference breakfast from 7:30 to 8:30 AM if you care to join.*

### AGENDA

12:00–1:00 PM	<i>On-Site Check-In</i>
1:00–1:15 PM	<b>Welcome and Introduction</b>
1:15–2:15 PM	<b>Powerful personal communications</b> <ul style="list-style-type: none"><li>• <b>How you feel about your work</b></li><li>• <b>Empathy</b></li><li>• <b>Understanding your audience</b></li><li>• <b>Powerful elevator speech</b></li><li>• <b>Tips for effective communication</b></li></ul>
2:15–2:30 PM	<i>Break</i>
2:30–3:30 PM	<b>Powerful organizational communications</b> <ul style="list-style-type: none"><li>• <b>Pervasive positivity</b></li><li>• <b>Finding and building a fan base</b></li><li>• <b>Practice benefit awareness</b></li></ul>
3:30–4:15 PM	<b>Design an organizational communication resource</b>
4:15–4:30 PM	<b>Large-Group Discussion and Debriefing/Closing Remarks</b>
4:30 PM	<i>Adjournment</i>

*Please note, this agenda is subject to change.*