Effective Communication Strategies for Animal Care and Use Programs

Renaissance Orlando at SeaWorld
Orlando, FL
April 5, 2020

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

This course is worth 3.25 continuing education credits.

AGENDA

12:00–1:00 PM  On-Site Check-In
1:00–1:15 PM  Welcome and Introduction
1:15–2:15 PM  Powerful personal communications
  - How you feel about your work
  - Empathy
  - Understanding your audience
  - Powerful elevator speech
  - Tips for effective communication
2:15–2:30 PM  Break
2:30–3:30 PM  Powerful organizational communications
  - Pervasive positivity
  - Finding and building a fan base
  - Practice benefit awareness
3:30–4:15 PM  Practicing your Personal “Why” Statement
4:15–4:30 PM  Large-Group Discussion and Debriefing/Closing Remarks
4:30 PM  Adjournment

Please note this agenda is subject to change.