• **“Mission: Possible! Missionary Work in the Veterinary Industry”:** We will explore worldwide opportunities for technicians in the field of veterinary mission work. Mission trips provide necessary medical care for animals in need, broaden the scope of technician skills in alternative circumstances, and promote exposure to culture and societies outside of our normal work environment.

• **“Redefining Client Services: A Technician’s Perspective”:** A detailed look at the unique client service challenges presented to technicians and how they can be addressed efficiently and with empathy.

• **“Show Me The Money: Scenarios in Client Service”:** Let’s face it, interacting with clients can be a challenge, yet it is a required skill in almost any position. Come join us as we discuss how to effectively navigate delicate conversations with our clients in order to provide a better overall experience. This session will be interactive and feature scenarios common to many practices.