

Helen Silver-MacMahon

Title	Non-technical skills for safer emergency care
Stream	Nurse & Tech
Date	Thursday 1 June
Time	2:10:00 PM - 2:55:00 PM

Nontechnical or Human skills are the cognitive, social, and personal resource skills that are important for safe and effective task performance. They include leadership, teamwork, decision making, situational awareness, stress management and communication. Failures in non-technical skills are known to impact patient safety.

Learning objectives:

- To comprehend the importance of non-technical skills
- To understand the basic non-technical skills identified as important in all safety critical industries
- To explore tools that support the use of non-technical skills and prevent error in clinical practice

Title	Civility Saves Lives: Why Behaviour Matters and How to Thrive as a Team
Stream	Nurse & Tech
Date	Friday 2 June
Time	12:05:00 PM - 12:50:00 PM

Sadly, almost all of us have heard, seen, or been subjected to rude or uncivil behavior within veterinary practice. But perhaps we are not fully aware of the impact incivility can have. In this session learn about the impact of incivility on our performance, how it affects patient safety, and importantly discover established tools to both challenge and improve incivility in the workplace.

Learning objectives:

- To explore the core concepts of incivility
- To understand the impact of incivility
- To discover the facts and science associated with incivility
- To understand what we can do when faced with incivility.