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NAVC Conference Names 2013 Practice Management Speaker of the Year

ORLANDO, FL—On January 19, 2013, Amanda L. Donnelly, DVM, MBA, did a lot of talking. She spent her morning speaking at the Front Desk Super Stars Program at the North American Veterinary Community (NAVC) Conference and her afternoon lecturing in the Practice Management Track, a full-day offering of nonstop tips and tricks for providing better client service. She spoke so well that attendees voted her the 2013 Practice Management Speaker of the Year.

With talks covering phone skills, getting along with your boss, improving client education and reaching your professional goals, it's no wonder the house was packed all day. "I'm honored to be chosen as Speaker of the Year," says Dr. Donnelly. "This award proves to myself that I'm succeeding in my ongoing efforts to engage the audience and deliver content relevant to today's Practice Managers."

Dr. Donnelly is a second-generation veterinarian with a diverse background in small animal practice, emergency medicine, management, industry, speaking and business consulting. She owns ALD Veterinary Consulting in Tampa, Florida, where she works with veterinarians who want to grow their business and have their teams look forward to coming to work every day. Her areas of consulting include financial management, human resources, marketing, client service training and leadership coaching.

A frequent speaker at state and national veterinary conferences, Dr. Donnelly particularly enjoys being able to bring practical information to the NAVC audience. "I find the attendees to be very engaged," she says. "It's very rewarding to facilitate questions and dialogue with the participants about their challenges." The feeling is apparently reciprocal: NAVC Conference attendees also voted Dr. Donnelly Practice Management Speaker of the Year in 2007, which was the first year she took part in the conference as a speaker.

Dr. Donnelly is a graduate of the College of Veterinary Medicine at the University of Missouri, Columbia. She has an MBA from Baker University in Overland Park, Kansas, and she also holds a certificate in Veterinary Practice Administration from the American Animal Hospital Association (AAHA) Veterinary Management Institute at Purdue University. A member of the National Speakers Association, Dr. Donnelly has lectured both nationally and internationally since 2003, most commonly on the topics of client communications and leadership. She is also the author of the book *101 Practice Management Questions Answered*, available from AAHA.

When asked what she enjoys most about participating in the NAVC Conference, Dr. Donnelly says, "The best thing about the conference is the extensive amount of high-quality continuing education offerings it provides." Her topics for the NAVC Conference 2014 are not finalized yet, but there is no doubt Dr. Donnelly will play a role in making the conference's educational offerings superb.

A complete list of the 2013 Speakers of the Year can be found at NAVC.com/navc-conference/program/speakers-of-the-year-2013.

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Founded in 1982 and headquartered in Gainesville, Florida, the North American Veterinary Community (NAVC) is a nonprofit organization that provides world-class professional development for the global veterinary healthcare community. The organization's largest educational initiative, the annual NAVC Conference, hosts 16,000 attendees and 350 speakers from more than 70 countries each year. Other educational offerings include the NAVC Institute, NAVC Expeditions and *Clinician's Brief*, the official journal of the NAVC. The NAVC's international conference partners include the Latin American Veterinary Conference (LAVC), the Southern European Veterinary Conference (SEVC) and the Asian Pacific Veterinary Conference (APVC). Visit NAVC.com for more information.