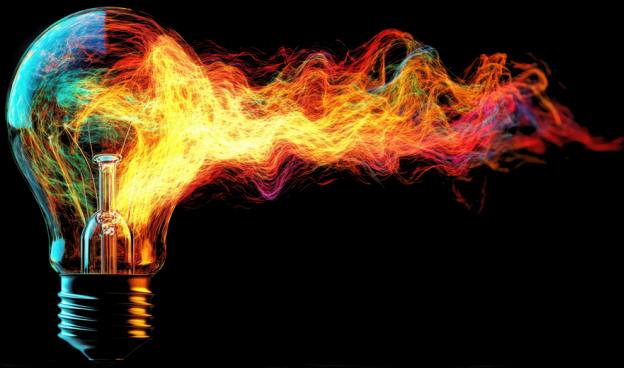




level up

WHERE GROWTH TAKES FLIGHT

LEVEL UP STREAM - FRIDAY 18TH SEPTEMBER 2026

Ready to grow stronger together?

The Level Up Stream is a dedicated Friday morning members programme designed for veterinary business owners – alongside senior team members they trust to help shape the practice day to day. In a decade defined by pressure, pace, and constant change, sustainable practices will be built not just through systems and strategy, but through strong internal relationships, shared accountability, and collective capability.

08.30 - 09.00

Main registration and coffee for all delegates

09.30 - 11.00

The Future Client: Trust, Truth and Tension

With Becki Maher

Trust in veterinary care must be actively built through transparency and communication, as it can be easily lost when clients feel uninformed or overcharged.

This session examines the psychology of trust, highlighting challenges practice leaders face, including pricing discussions and misinformation. Participants will gain insights into client judgment formation and effective communication strategies to foster trust rather than diminish it.

11.00 - 11.40

BREAK

11.40 - 13.10

Designing Teams for a Changing System

With Amy Martin

The challenge is no longer just building good teams. It is building teams that can adapt quickly enough. This session reframes teams as dynamic systems rather than fixed structures. Delegates will explore how to move beyond rigid roles and hierarchies towards flexible contribution, faster learning cycles and shared accountability.

The focus is practical: how to create environments where people can learn, respond and perform under changing conditions without losing clarity or standards.

13.10 - 14:30

LUNCH

Main Conference resumes

Subject to change

With special thanks to
our expert contributors:



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