



# Wave 2020

## DISPENSER SESSIONS

**SUNDAY 22<sup>ND</sup> MARCH 2020**

ESPLANADE HOTEL FREMANTLE BY RYDGES  
FREMANTLE, WESTERN AUSTRALIA



**We are pleased to feature our dispensing education program at WAVE 2020. The program is designed to provide members of your practice team with additional skills and education to aid in their development and to help build on your practice success, by offering current, relevant and practical information.**

The dispensing education program will be held on Sunday 22 March 2020, with registration opened from 7.45am and with lectures commencing at 8.15am and finishing at 12.05pm.

This program will be held alongside the main WAVE program, allowing delegates to visit the trade exhibition and meet with other eye care professionals during the morning tea and lunch breaks.

**REGISTER ONLINE NOW** The fee includes arrival tea & coffee, morning tea and lunch.



### Sunday 22<sup>nd</sup> March - Dispensers Lectures

<b>7:45 - 8:10 am</b>	<b>Registration Open</b>	<b>Southern Cross Lobby</b>
<b>8.10 - 8.15 am</b>	<b>Welcome</b>	<b>OWA</b>
8:15 - 9.00 am	Happiness, You and WOW	Rob Ellis
9.00 - 9.30 am	Frame and Frame Selection	Leigh Robinson
9.30 - 10.00 am	Effective Communication During Difficult Conversations, Creating a Win-Win Environment	Christine Baker
<b>10.00 - 10.35 am</b>	<b>Morning Tea Break</b>	<b>Sirius Room</b>
10.35 - 11.05 am	Dispensing Advanced Lenses	Leigh Robinson
11.05 - 11.35 am	Ocular Emergencies - Triaging for Front Line Team Members	Lisa Jansen
11.35 - 12.05 pm	How to Survive and Thrive in Today's Competitive Environment	Leigh Robinson
<b>12.05 - 12.55 pm</b>	<b>Lunch Break &amp; CLOSE</b>	



# Wave 2020 Dispenser Speakers



**CHRISTINE BAKER** is an expert in developing teams and during the last 10 years has gained considerable leadership and management expertise, and team leadership skills required to successfully lead teams through growth and change. She gains immense satisfaction from assisting with the development of teams, and organisations' to align strategy, people and process. Christine is passionate about developing emerging leaders. Christine holds a Master in Business Leadership and the Certificate III in training and assessing. These combined qualifications allows her to successfully deliver leadership, and organisational change and development strategies into an adult learning environment that has purpose and meaning not only to the organisation but to individuals within organisations'.



**ROB ELLIS** Rob Ellis is the Retail Operations Manager for ProVision Eyecare Pty Ltd.

Rob has 30 years experience working with market leading retailers and service organizations in both senior management and hands on operational roles.

Rob regularly presents education sessions on leadership, high performance and customer engagement.



**LISA JANSEN** Optometrist & Director Infinite Clarity Coaching

Lisa is an Optometrist in private practice in Claremont, Western Australia, with over 30 years experience in optometry, specialty contact lens fitting and practice ownership. She was one of the first to fit orthokeratology lenses back in 1992, and completed her Certificate in Ocular Therapeutics in 2016. She is also a professional coach consulting with individuals and businesses. Lisa has been involved with the profession holding Board positions with Optometry Australia (WA) and the Optometrist's Registration Board.

She is fascinated by neuroplasticity and the neuroscience of behaviour, change, and performance. Her coaching addresses strategies for clarity, goal-setting, and action towards success in business and in life. She works with practice owners and teams to deliver outcomes that provide the highest levels of care to their patients. "As an Optometrist I helped people to see clearly. Today as a transformational coach I help them to see themselves clearly."



**LEIGH ROBINSON** has been a teacher of Certificate IV in Optical Dispensing at RMIT University since 2008. He has a Diploma in VET Practice and holds Certificate IV in Optical dispensing and Certificate IV in Training and Assessment.

A self-confessed optical dispensing champion, Leigh is also a director, consultant and training facilitator at Spectrum Optical. Leigh has years of ophthalmic and small business experience and has a vision and passion for the industry to guide ophthalmic practice owners in identifying opportunities in their business model and to discover avenues for improvement in image, sales and profit, through effective staff training.

Leigh has operated his own dispensing practice for eleven years, he has also operated a lens manufacturing laboratory.

A former President of the Australian Dispensing Opticians Association (Vic), Leigh is also a member of the International Opticians Association (IOA).