



COMMUNICATION  
SOLUTIONS  
FOR VETERINARIANS

# 2019 CE Credit Course Offerings

Enrollment includes your entire healthcare team, unlimited webinar replays, handout, online test, and CE certificate. Mississippi Veterinary Medical Association members save \$10 per course with promo code **MSVET**.

**January 17**

How to Master Forward Booking

**July 18**

How to Succeed with Demanding Clients

**February 21**

Get Clients to Accept Dental Treatments

**August 15**

How to Engage Callers

**March 21**

How to Triage Phone Calls

**September 19**

Capture Compliance in the Exam Room

**April 18**

Book Now: Get New Clients to Schedule

**October 17**

It's How Much? Show Value for Fees

**May 16**

How to Improve Appointment Scheduling

**November 21**

60 Client Service Ideas in 60 minutes

**June 20**

Get Your Pharmacy Back

**December 19**

How to Handle Challenging Callers

**\$99** Per hospital per course prior to live webinar

**\$129** Per hospital per course after live webinar



**\$990** Per hospital for all 2019 courses

Enroll today at [www.csvets.com](http://www.csvets.com) or call 720-344-2347



## Meet Your Instructor

Wendy S. Myers, CVJ, has been training veterinary teams for more than 22 years as owner of Communication Solutions for Veterinarians. She helps healthcare teams improve telephone and communication skills that result in getting more pets the medical care they need.

Courses approved by:



Training partner:

