

CE CREDIT



COURSES

FOR YOUR ENTIRE TEAM

Thanks to a partnership between the Mississippi Veterinary Medical Association and Communication Solutions for Veterinarians, use promo code **MSVET** to save \$10 per course.

EACH ONLINE CLASS INCLUDES:

- Live classes on the third Thursday each month, 11 a.m. and 2 p.m.
- Unlimited playback of 1- hour recorded webinar
- Handout
- Online test
- CE certificate



720-344-2347



8 AM – 5 PM
MOUNTAIN TIME



www.csvets.com/cart/webinars/



MEET YOUR CONSULTANT

Wendy S. Myers, CVJ, owns Communication Solutions for Veterinarians in Denver. Her consulting firm helps teams improve communication skills, client service and compliance. Communication Solutions for Veterinarians is a leader in phone-skills training. Wendy is a certified veterinary journalist and the author of five books, including 101 Communication Skills for Veterinary Teams.

SAVE WITH TRAINING PACKAGES

Core Skills for Receptionists: 12 Courses features our most popular telephone and client service classes.

Communication Skills for Your Entire Team: 12 Courses will help you increase acceptance of professional services and enjoy healthier revenue.

Essential Phone Skills: 6 Courses includes classes on leading conversations, turning callers into clients and managing scheduling calls.

Improve Client Experiences for Exams and Procedures: 6 Courses provides training on exam communication, financial conversations, dental compliance, comforting euthanasia experiences, forward booking, and more.

You pick! Create your own learning library. Choose 12 classes and use promo code **MYTRAINING** to get a buy 10, get 2 free savings.

VISIT CSVETS.COM FOR MORE THAN 60 ONLINE COURSES

2018 COURSES

Third Thursday of each month, 11 a.m. and 2 p.m. CT

JANUARY 18

8 Essential Skills Every Receptionist Should Master

FEBRUARY 15

Change Your Approach: Every Month Is Dental Month

MARCH 15

Master the Art of Presenting Treatment Plans

APRIL 19

How to Train a New Receptionist

MAY 17

How to Tame Rude Clients

JUNE 21

Are Your Wiggle Words Killing Compliance?

JULY 19

Be an Energetic, Efficient Receptionist

AUGUST 16

Take the Fear Out of Anesthesia

SEPTEMBER 20

Get Clients to Accept Diagnostic Tests

OCTOBER 18

Callers Hate to Hold: Solutions to Manage Hold-Time

NOVEMBER 15

Be Efficient in the Exam Room

DECEMBER 20

Lead Clients' Decisions with Yes-or-Yes Choices

