

CE CREDIT



WEBinars

FOR YOUR ENTIRE TEAM

Communication Solutions for Veterinarians offers webinars that let you train your entire team for an affordable price. Join us for live one-hour webinars on the third Thursday of each month at 12 and 3 p.m. ET. If your team isn't available on a webinar date, your enrollment includes the recorded session so you can set a training date that fits your schedule. Each webinar is **\$99 per hospital**. Our annual membership lets you buy 10 webinars and get 2 free—a savings of \$198.

EACH WEBINAR INCLUDES:

- Live webinars at 12 and 3 p.m. ET on third Thursday each month
- Unlimited playback of recorded webinar
- 1 hour of CE credit
- Handout
- Test
- CE certificate



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8 AM – 5 PM
MOUNTAIN TIME



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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. Her latest book is 101 Communication Skills for Veterinary Teams. She has been an instructor for AAHA's Veterinary Management School.

NEW TRAINING PACKAGES WITH EXTRA SAVINGS!

Perfect for new hires and staff meetings, choose from training packages of 12 courses or build your own curriculum. Enjoy "buy 10, get 2 free" savings.

Core Skills for Receptionists includes 12 of our most popular webinars on phone and client service skills.

Communication Skills for Your Entire Team features 12 webinars on communication skills that will increase

acceptance of professional services and let your clinic enjoy healthy profits from better compliance.

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2017 WEBINAR SCHEDULE

Third Thursday of each month, 12 and 3 p.m. ET

JANUARY 19

Dental Promotions That Boost Compliance

FEBRUARY 16

Phone Scripts That Gain New Clients

MARCH 16

Ways to Increase Productivity When You're Short Staffed

APRIL 20

How to Prevent Client Complaints and Bad Reviews

MAY 18

Be a Telephone Superstar

JUNE 15

What Millennial Clients Want from Your Veterinary Clinic

JULY 20

Managing Bad Clients: Dr. Google-seekers, discount divas and obnoxious smartphone users

AUGUST 17

5 Golden Rules to Impress Callers

SEPTEMBER 21

10 Ways to Educate Clients About Dentistry

OCTOBER 19

Own the Phone: How to Lead Conversations

NOVEMBER 16

Best Practices for Financial Conversations

DECEMBER 21

5 Phone Mistakes Receptionists Make

