



Team Training:

How to Get Clients to YES

3 HOURS OF CE CREDIT



\$199 FOR UP TO 4 STAFF

This program is organized into two half-day sessions with a morning session that repeats again in the afternoon so you may avoid short-staffing at your clinic. A boxed lunch is included. Morning registration is 7:30 to 8:00 a.m. with the program from 8:00 a.m. to 12:00 p.m. Afternoon registration is 12:30 to 1:00 p.m. with the program repeating from 1:00 to 5:00 p.m.

Creating the 5-Star Experience in the Exam Room: When you're an effective communicator, you will increase acceptance of professional services and products. Learn how to take a team approach, tailor your messages to generations from Millennials to Baby Boomers, and manage exam time for productivity.

Master the Art of Presenting Treatment Plans: Understand how people learn so you may have collaborative partnerships. Engage clients with teaching tools and body language. Involve pet owners in shared decision-making and ask for commitments to treat.

How to Get to YES for Dentistry: Because pets will need multiple dental procedures throughout their lifetimes, your team needs to confidently present treatments solutions. Learn best practices for case presentation, confidently talking about fees, and how to guide clients' decisions to book now.

Enroll online: www.csvets.com/forms/seminar.html **Hurry!** Registration closes Jan. 15, 2019.

Questions? Contact Steve Knochenmus of Zoetis at steven.knochenmus@zoetis.com or 651-792-5487.

January 23, 2019

North Metro Event Center
1000 Gramsie Road
Shoreview, MN 55126



Meet your consultant

Wendy S. Myers, CVJ, has been training veterinary teams for more than 20 years as owner of Communication Solutions for Veterinarians. She shares her expertise in communication and receptionist skills through seminars and CE credit webinars. Wendy is a certified veterinary journalist and author five books, including *101 Communication Skills for Veterinary Teams*.



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