



COMMUNICATION™
SOLUTIONS
FOR VETERINARIANS

CE Credit Courses

Enrollment includes your entire healthcare team. Each course features unlimited playback of the recorded webinar, handout, online test and CE certificate.






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.

\$99 PER COURSE
PER HOSPITAL

TRAINING PACKAGES FOR SKILL DEVELOPMENT

Each package is available to all employees and includes ongoing access year-to-year. Get results and extra savings!

-  **JUMP-START YOUR NEW RECEPTIONIST:**
6 Courses
-  **ESSENTIAL PHONE SKILLS:**
6 Courses
-  **CORE SKILLS FOR RECEPTIONIST:**
12 Courses
-  **COMMUNICATION SKILLS FOR YOUR ENTIRE TEAM:**
12 Courses
-  **PICK YOUR OWN!**
Choose 12 courses and use promo code **MYTRAINING** to enjoy a buy 10, get 2 free savings.

New courses in 2019

Live broadcasts on the third Thursday of each month, 12 and 3 p.m. ET. Each new course is recorded and available the following day for ongoing access.

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



3rd Thursday Each Month

12 & 3 pm
Eastern Time

 720-344-2347  www.csvets.com

Courses approved for

