



COMMUNICATION  
SOLUTIONS™  
FOR VETERINARIANS

*"Let me train your veterinary team in exceptional telephone and communication skills."*

*Wendy S. Myers*



## Meet Your Trainer

Wendy S. Myers, CVJ, owns Communication Solutions for Veterinarians in Denver, Colorado. Her consulting firm helps teams improve telephone and communication skills that result in getting more pets the medical care they need. Communication Solutions for Veterinarians is a leader in phone-skills training. Wendy offers monthly CE credit webinars and online courses. She is a certified veterinary journalist and author of five books. Wendy is a member of the American Animal Hospital Association and serves on a committee for the Foundation for Veterinary Dentistry. She speaks internationally.

## New Topics for 2019

1. How to master forward booking
2. Get clients to accept dental treatment
3. How to triage phone calls
4. Book now: Get new clients to schedule
5. How to improve appointment scheduling
6. Get your pharmacy back
7. How to succeed with demanding clients
8. How to engage callers
9. Capture compliance in the exam room
10. It's how much? Show value for fees
11. 60 client service ideas in 60 minutes
12. How to handle challenging callers

## Telephone Skills

13. How to triage phone calls
14. How to engage callers
15. How to handle challenging callers
16. Be an energetic, efficient receptionist

17. 8 essential skills every receptionist should master
18. Callers hate to hold: Solutions to manage hold time
19. 10 phone skills every receptionist should know
20. Phone scripts that gain new clients
21. Own the phone: How to lead conversations
22. Be a telephone superstar
23. Take control of scheduling calls
24. 5 golden rules to impress callers
25. Creating the 5-star experience over the phone
26. 5 phone mistakes receptionists make
27. Secrets to lead phone shoppers to become new clients
28. Follow-up calls that increase patient visits
29. 4 easy steps to turn price shoppers into new clients
30. How to train a new receptionist

## Communication Skills

### Exam communication skills

31. Capture compliance in the exam room
32. Be efficient in the exam room
33. Master the art of presenting treatment plans
34. Are your wiggle words killing compliance?
35. Take the fear out of anesthesia
36. Lead clients' decisions with yes-or-yes choices
37. Creating the 5-star experience in the exam room
38. Get clients to accept diagnostic tests
39. Best practices for financial conversations
40. Look and talk like a veterinary professional
41. 15 communication skills for veterinary teams

42. Creating the perfect veterinary visit
43. Creating a comforting euthanasia experience
44. 10 ways to get cats to return for care
45. Communicating with confidence about nutrition
46. Creating the client experience: Before, during and after the exam
47. How to increase preventive care visits
48. What millennial clients want from your veterinary clinic

### Dental skills

49. Get clients to accept dental treatments
50. 10 ways to educate clients about dentistry
51. How to get to YES for dentistry
52. Dental promotions that boost compliance
53. Creating the 5-star experience for surgery and dentistry
54. Change your approach: Every month is dental month

### Conflict-resolution skills

55. How to succeed with demanding clients
56. It's how much? Show value for fees
57. Get your pharmacy back
58. How to tame rude clients
59. Managing bad clients: Google-seekers, discount divas and obnoxious smartphone users
60. How to prevent client complaints and bad reviews
61. How to deal with jerks
62. 6 awkward client conversations: Respond like a pro

### Client Service Skills

63. How to master forward booking
64. Book now: Get new clients to schedule
65. How to improve appointment scheduling
66. 60 client service ideas in 60 minutes
67. How to keep doctors on time
68. Client service lessons from Golden Retrievers
69. 10 client service improvements you can do today
70. Be a client service superstar
71. Creating great first impressions for new clients
72. Ways receptionists can market your practice

73. Ways to increase productivity when you're short-staffed
74. Create a better checkout experience

### Great Dinner Programs

- Get your pharmacy back
- Get clients to accept dental treatments
- Capture compliance in the exam room
- Are your wiggle words killing compliance?
- What millennial clients want from your veterinary clinic
- Master the art of presenting treatment plans
- Creating the 5-star experience in the exam room
- Get clients to accept diagnostic tests
- How to get to YES for dentistry

### Ready to get started? Let's talk!



*I believe in creating practical, how-to training programs that get results. I enjoy speaking with veterinarians, managers, veterinary nurses, and client-service teams who care about client experiences and want to make them better. I work hard to bring fun and memorable experiences to your participants, who will leave with goals to implement.*

*While I've honed these topics, I always customize courses to meet the needs and interests of your audience and the goals of your event or conference. I also can create keynote talks to inspire and motivate your attendees. I will help you plan an agenda for a terrific dinner meeting or veterinary conference. When I work with pharmaceutical and distributor partners, I feature your products in my training.*

*Get a preview of my speaking style on [YouTube.com/csvets](https://www.youtube.com/c/csvets). We will have an initial phone consultation so I may understand the needs and goals of your training. I will create an agenda or invitation for you. I can provide electronic notes or color workbooks. My courses are approved for continuing-education credit. I'll send you a speaker agreement that shares all fees up front, so you don't have surprises. Let's talk about your training needs and how I can make you look like a superhero. Reach me at **720-344-2347** or [wmyers@csvets.com](mailto:wmyers@csvets.com).*

Communication Solutions for Veterinarians' seminars and online courses are approved for continuing-education credit through the American Association of Veterinary State Boards (RACE provider 419) and the New York State Department of Education.

