

# 2020 COURSES

NEW COURSE EVERY MONTH



COMMUNICATION™  
SOLUTIONS  
FOR VETERINARIANS 



## WHAT YOU GET

Each 1-hour course includes:

- Enrollment for your whole team
- Two live classes on third Thursday each month
- Unlimited webinar playback
- Handout
- Online test
- CE certificate



## MEET YOUR INSTRUCTOR

**Wendy S. Myers, CVJ**

Wendy has been training veterinary teams for more than 20 years as owner of Communication Solutions for Veterinarians. She helps teams improve their telephone and communication skills so more pet owners say yes to care.



## COURSES APPROVED BY



\$99 per hospital before live webinar

\$129 per hospital after live webinar

\$990 per hospital for all 2020 courses

Best Deal!

**ENROLL AT [CSVETS.COM](http://CSVETS.COM)**

**720-344-2347**

January 16

**Solve Your Doctor Shortage With Strategically Scheduled Exams**

February 20

**Stop Getting "No" From Clients on Dental Treatments**

March 19

**Quit Losing to Internet Pharmacies: How to Sell More Preventatives**

April 16

**Use Technicians as Physician Assistants and Multiply Your Revenue**

May 21

**How to Turn Time-Sucking Calls Into Texts**

June 18

**How Millennial Receptionists Can Be Confident Communicators**

July 16

**End Drop-Off Disasters: How to Do Admissions and Discharges**

August 20

**10 Best Receptionist Tips EVER (and #3 will surprise you)**

September 17

**Surefire Ways to Increase Refills and Make More Money**

October 15

**Control the Chaos: Ways Receptionists Can Work Smarter**

November 19

**Word Makeovers That End Client Confusion**

December 17

**Calm Fractious Clients With These 10 Perfect Phrases**