

Crampton Consulting Group

Team Development



About CCG



Why choose us?

Crampton Consulting Group has over twenty years experience servicing the Australasian veterinary industry. With over 240 years of experience in our team, our aim is to work with you and your practice to develop solutions that work for you, not everyone else.

Our promise to you...

At CCG, we understand the basic principle that our clients hire us to improve their practices. It's what is expected of us, and we take it seriously. The drive to improve your practice is at the core of every decision we make and every product, service and solution we offer.

We promise to provide you with the highest quality products and services to drive your business to future success.

Contact details

P: 07 3621 6005

W: www.provetccg.com.au

E: ccgenquiries@provet.com.au

How can we help you?

At CCG, we understand that every practice is unique, and requires flexible and personalised solutions to take their business to the next level.

CCG's team of experienced consultants are ready to partner with you in your practice's success. Whether it be via a business audit, strategic planning guidance, coaching programs, team training or resources, templates and tools, our suite of business solutions will give your practice the means for success.

Be empowered by our professional and experienced team, offering you innovative strategies, inspirational training programs and proven results.

"If you are seeking the support of a professional with a practical, down to earth attitude, who has access to a wide range of management resources; and who is willing and brave enough to tell you what you need to hear and give practical solutions... I would highly recommend Sue and her team at Crampton Consulting."

Cathy Irwin,
Director at Macarthur Vet Group

Eight benefits of working with CCG



Want to experience the CCG difference?
Here are eight reasons why you should choose us...

1. Our promise to you

The drive to improve your practice is at the core of every decision we make. Every product or service we recommend is designed to help you improve your practice.

2. Our team of experts and consultants

Our team specialises in various areas so we can support all of your needs. Our team are sought-after within the veterinary industry and are often invited to present at industry events.

3. Over 20 years experience

With this amount of experience within the industry, there's nothing we haven't seen! We have solutions for every veterinary practice- big or small our programs work!

4. Proven results within the industry

Let our clients tell you the changes and improvements they've seen within their practice. Check out some feedback throughout this brochure and on our website: www.provetccg.com.au

5. SAVE when you use Provet Plus Points

Pay in full with your Provet Plus Points and save 10% off our products and services.

6. Flexible and personalised support

Our aim is to support you and your practice with solutions that work for you. We can personalise our training and resources to suit your practices needs.

7. One stop shop for practice development

From online training to coaching and document templates, we have something for every practice. Everything has been designed with the veterinary practice in mind.

8. Free interactive learning and resources

We offer a range of free training and resources to support your veterinary practice: www.provetccg.com.au/free

"VSS have used Crampton Consulting for over 10 years. Whether it has been for training sessions, workshops, seminars, counselling or hiring new staff- these guys know their stuff!"

Sylvia Daniels,
Veterinary Specialist Services

ProSkills Online Short Courses



Our extensive range of continuing education

ProSkills Short Courses are the ideal way to develop your practice team.

Offering a multitude of training topics, these cost-effective short courses will allow your team to gain knowledge and skills in a flexible and convenient online format.

Available for all levels of practice staff, choose courses from the following suites:

- Customer Service
- Veterinary Nursing
- Leadership Intelligence
- Team Intelligence

Proskills Short Courses are available for individual purchase, or SAVE by becoming a ProSkills Member and gain access to our full suite of courses for an unbeatable price!

Check out the full program online:
www.provetccg.com.au/proskills

What types of courses are there?

- Videocast: 45 minute presentation with online forum, additional materials/templates
- Short Course: Interactive learning incorporating a variety of forums, movies, animations, image galleries

Benefits to your business include:

- Online learning at a time that suits you and your team
- Variety of topics catering for all team members
- New skills and knowledge for the whole team

"During the last year, different staff members have completed several ProSkills courses. This course content is relevant to everyday practice and easy to follow."

Angela Hill,
Gordon Veterinary Hospital

Customer Service Intelligence Online



Increase your practice's client base

Did you know that customer service is one of the most effective marketing tools for your practice?

Word of mouth is a powerful thing! The level of customer service delivered by your team can make or break your practice. Ensure your team have the knowledge and skills to build quality relationships with your clients and deliver the very best service to not only keep them coming back time and again, but ensure that they recommend your practice to their friends too!

Relevant for all members of the practice team, our online Customer Service Intelligence Program is designed to give your team an understanding of the fundamental skills needed to deliver an exceptional client experience.

Program modules

1. Introduction to Customer Service
2. First Impressions and Building Relationships
3. Professional Telephone Techniques
4. Presenting Products and Services
5. Handling Difficult Situations
6. Farewells and Follow Ups

Check out the full program online:
www.provetccg.com.au/CSI

Course includes:

- Downloadable course notes for each module
- Online lessons, activities and self-assessments
- Certificate of Completion
- CPD points for Veterinary Nurses

Course duration:

- Enrolment valid for 9 months
- Nominal course duration of 18 hours

Continuing Education Points

The National Industry Advisory Group for Veterinary Nursing has allocated 18 CPD points to this continuing education activity.



"The team took away not only a better understanding and appreciation of customer service but more importantly how they can improve on this. I would have no hesitation in recommending this to practices wishing to improve the customer service aspect of their business."

Terry Butler,
Yass Veterinary Hospital

Leadership Intelligence Online



Contemporary and relevant leadership training

Lead your team with confidence!

Our Leadership Intelligence Program has been designed to support you to excel in the key areas of effective team leadership and people development.

At CCG, we know that leadership is not easy. It involves a set of traits, attributes and skills which require constant refinement and practice. This program will help you to develop an understanding of leadership and provide you with essential skills that will enable you to continually evolve throughout your career.

Program modules:

1. An Introduction to leadership
2. Leadership intelligence
3. Leadership communication
4. Conflict resolution
5. Performance management
6. Change and project management

Continuing Education Points

The National Industry Advisory Group for Veterinary Nursing has allocated 18 CPD points to this continuing education activity.

This course is eligible for 6 AVA Vet Ed points.



Audience:

Veterinarians, Practice Managers and Team Leaders

Course highlights:

- Downloadable course notes for each module
- Bonus Videocast presentations for additional learning
- Certificate of Completion
- Earn continuing education points

Course duration:

- Nominal course duration: 18 hours
- Enrollment duration: 12 months

"The Leadership Intelligence program highly exceeded our expectations and is definitely a must for all leaders. Every module is highly customised and carefully thought through to address the most important issues that managers face today."

Renae Carmody,
Northside Vet Care

Check out the full program online:

www.provetccg.com.au/LI

In-Practice Training Sessions



Up-skill your team with an in-practice session

CCG offer an extensive range of training topics, developed specifically with the veterinary practice in mind.

Your team's professional and personal development is our passion and we understand that no two practices have the same needs nor training requirements. We personally identify your specific needs to ensure your training and consulting is professional, motivating and personally rewarding for each member of your team.

Audience:

We have sessions that suit the whole team!

Examples of sessions available:

- **Leadership:** settling disputes, recruitment and selection skills, talent management, managing change.
- **Customer Service:** dealing with difficult clients, sales skills, mastering first impressions and telephone skills
- **Team:** compassion fatigue, stress management, conflict resolution, communication skills and managing emotions
- **Veterinary Nursing:** clinical pathology, surgical nursing, practical anaesthesia and emergency first aid.

Session highlights:

- Industry experienced trainer
- Tailored session content
- Take away notes and activities

Session format:

- Choose from half day, full day, evening or weekend session
- Webinars also available

"The results have been fantastic. The nurses are really taking ownership of the anaesthetics and patient care which is a positive thing for them and the patients! In short, it was the best clinic training we have ever had—nurse or vet based!"

Nigel Thomas,
Park Ridge Animal Hospital

Find out more online:

www.provetccg.com.au/training

Practice Management School



Become the leader you've always wanted to be

Reach your leadership potential!

Delivered by a variety of industry experienced trainers, this 5-day intensive program provides delegates with practical, veterinary specific information. Incorporating practical activities to reinforce learning, and the opportunity to meet one-on-one with our trainers, the Practice Management School will ensure that you walk away with the confidence to effectively manage your practice.

You will receive a wealth of customizable tools and resources ready for direct implementation into your practice.

Program highlights:

- Five day intensive workshop
- Access to the Practice Management School forum
- One-on-one coaching sessions with our consultants
- Over \$1500 worth of templates and resources
- Your opportunity to fast-track to a nationally recognised qualification

Find out more online:

www.provetccg.com.au/pmschool

Choose from two streams:

Operational Practice Management Program:

Best suited to Practice Managers

Complete the days on leadership intelligence; leading and managing others; marketing and customer service; practical profitability; time and change management.

Strategic Planning and Business Owner Program:

Best suited to Practice Owners or Partners

Complete the first two days of leadership intelligence; leading and managing others and strategic planning part 1 and 2. Or complete strategic planning part 1 and 2 on its own.

"The Practice Management School has equipped me with the tools I needed to understand the role of practice manager and how to do the role to the best of my ability."

Louisa Hughes,
Coreen Avenue Veterinary Clinic

Customer Service Roadshow



Become a veterinary reception superstar!

Equipping your team with the right skills is vital in order to build lasting relationships with your clients.

Unlock the secrets to delivering exceptional customer service with our two-day Customer Service Roadshow. Facilitated by industry experienced trainers, this empowering and motivating workshop will provide delegates with the essential skills and resources for delivering quality customer care in your practice.

Roadshow highlights:

- Industry experienced trainers
- Interactive activities
- Practice implementation tips

"A fantastic and very worthwhile two days spent at the Customer Service Roadshow. We were really inspired and hope to continue to improve our clients experiences."

Sarah Mlynarz,
Main Street Veterinary Clinic

Workshop program includes:

- Understanding your clients and customers
- Creating the right impression
- Essential sales skills
- Working with difficult clients
- Leaving a lasting impression
- Customer service standards

Find out more:

Visit our website to find out workshop dates and pricing,
www.provetccg.com.au/csroadshow

"All staff that participated in the course feel that they have also gained personally and have made progress in their abilities and confidence to work at an increasingly high standard."

Katherine Bowen,
The Vet Centre

Healthy Pets Healthy Practice



Improve profitability by leveraging your nurses time

Crampton Consulting Group, have developed the Healthy Pets Healthy Practice program to assist in the implementation of a preventative health care program.

Preventative health care is now a global trend in both human and veterinary medicine. With the improvement of modern medicine and standards of living, humans and pets alike are living longer lives than ever before. However, with this great feat comes a rise in chronic disease. Without intervention, as the growth in risk factors for chronic disease continues, a decline in health gains and life expectancy will be inevitable.

Preventative health care is just as the name suggests; healthcare to prevent disease and promote wellness and healthy living. As the saying goes, prevention is better than intervention. Preventative healthcare aims to intervene in the disease process before the onset of the disease in the first place, giving the patient the best possible outcome - living disease free.

Program covers:

- An Introduction to Healthy Pets Healthy Practice
- Communicating for Consults
- Implementing Veterinary Nurse Consultations
- Independent Veterinary Nurse Consultations
- Preventative Healthcare Impact Analysis

Benefits to your practice include:

- Improved health of patients
- Increased client loyalty and compliance
- Reduction of veterinarian stress and workload
- Increased Veterinary Nurse productivity and job satisfaction
- Increase practice revenue

Program includes*:

- Access to online program materials for 2 team members
- Kit of 26 reception policy & procedure templates
- Set of 50 Pet Protector Program enrolments
- 4 x 1 hour implementation sessions with consultant

Optional extras:

- In-practice implementation day
- 1 day implementation workshop in Brisbane
- ProSkills Practice Membership for 15 team members
- Additional coaching calls

* Packages subject to change

Want to find out more?

Contact CCG on 07 3621 6005 or ccgenquiries@provet.com.au

Veterinary Nursing Qualifications



Gain a nationally recognised qualification

Our sister company, Animal Industries Resource Centre has been training veterinary nurses for over 20 years!

Are you a Veterinary Nurse who wants to update your skills or earn a formal qualification? AIRC offers a variety of courses suited to those wanting to work in the animal care industry.

Experience the AIRC difference and enrol today!

Why study with AIRC?

AIRC has been training veterinary nurses for over 20 years and offers the best quality education in the industry.

AIRC offers students courses that focus on practical skills so they graduate with the hands-on experience they need. Our graduates are the top of their profession and many hold senior positions in the top veterinary practices across Australasia.

Our qualified training team is located Australia-wide and we also offer student support via phone, email and live chat.

Find out more online:

www.provetlearning.com.au

Courses available:

- ACM10110 Certificate I in Animal Studies
- ACM20110 Certificate II in Animal Studies
- ACM40412 Certificate IV in Veterinary Nursing
- ACM50212 Diploma of Veterinary Nursing (Surgical Nursing)
- ACM50412 Diploma of Veterinary Nursing (Emergency and Critical Care)
- ACM50512 Diploma of Veterinary Nursing (General Practice)
- Advanced Small Animal Nursing
- BSB51915 Diploma of Leadership and Management

Are you an experienced vet nurse?

We also offer the opportunity to gain your qualification via Recognition of Prior Learning.

"We could not be happier with our AIRC trained nurses and choose AIRC for both Certificate IV and Diplomas."

Cathy Warburton,
Animal Emergency Centres Victoria



Crampton Consulting Group

Offering professional business solutions since 1996

Find out more about our range of products and services today by registering your interest...

Name:

Position:

Practice:

Preferred contact method:

Contact details:

Please indicate the items you would like additional information on:

Team Development

- ☐ ProSkills Online Short Courses
- ☐ Customer Service Intelligence
- ☐ Leadership Intelligence
- ☐ In-practice training
- ☐ Practice Management School
- ☐ Customer Service Roadshow
- ☐ Healthy Pets, Healthy Practice
- ☐ Certificate level veterinary nurse and management courses (via AIRC)

Business Development

- ☐ Practice Health Check
- ☐ Business Coaching Programs
- ☐ Personal Coaching Programs
- ☐ Financial Solutions Package
- ☐ Strategic Planning and Partner Alignment

Resources

- ☐ Team Profiling Tools: DISC and Motivators
- ☐ Mystery Shopping Program
- ☐ Client and Staff Surveys
- ☐ Workplace Health and Safety Manual
- ☐ Individual Policies and Procedures
- ☐ Human Resource Tools and Templates
- ☐ Pet Protector Online Course

Please email to: ccgenquiries@provet.com.au or fax to +61 7 3621 6006

Our team will be in contact with you soon with additional information. In the meantime, please check out our website: www.provetccg.com.au