

Connect with your Clients

WORKSHOP SERIES

March - September 2018



Why choose CCG?

With over **20 years' experience in the Australasian veterinary industry**, we know your practice best! Benefit from our **professional and experienced trainers and coaches**, who are passionate about seeing your practice thrive through delivering excellence in client care.



07 3621 6005



ccgenquiries@provet.com.au



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The Workshops



Three face to face workshops...

Providing attendees with a highly interactive and hands-on learning experience, these three full day workshops are specifically designed for those on the front line of customer service in your practice.

Workshop 1: Making a great impression

First impressions are shown to be almost impossible to change, so it's important that your team have the skills to make a great first impression with every client and prospective customer. This exciting kinaesthetic workshop will cover the critical steps to ensure your team stand out from the crowd and give clients a reason to come to your practice.

This hands on, interactive workshop will help participants explore the following:

- The telephone - an interruption or a priority?
- Are you connecting with your clients on the phone?
- Are you making the right impact?
- Are you offering appointments?
- Is your current customer service working for you?
- What are you missing?
- Why do your clients choose you?
- Does your practice make a fantastic first impression?
- Do your clients trust you?



Workshop 2: Presenting products and services

Did you know that educating your clients equals higher sales? Because the more a customer knows about the product or service, the higher they will perceive the 'value' of the product/service. Education helps the client get past any doubts or concerns they may have regarding the purchase of the product or service, and understand its importance for their pet's health. This comprehensive, interactive workshop will provide the theory, skills and practical experience to assist your team in increasing your client's compliance.

This hands on workshop will help participants explore the following:

- Do your clients know what is best for their pets?
- What is your preventative health compliance like?
- Are you maximising your retail space?
- Are your team providing a consistent message to your clients?
- Are you measuring up to your competition?



Workshop 3: Mastering difficult situations and mastering lasting impressions

Demonstrating care and educating our clients is usually a rewarding experience but every so often situations can go wrong. Learning to manage difficult situations is not easy and while there is not one technique that will work every time, there are skills that can be learnt. This workshop will explore those skills, and provide attendees with practical tips to navigate and diffuse these situations. The last 10 minutes of your client's interaction with the team is what your clients will remember. It's important to find ways to leave clients feeling valued, feeling that we care for them and their pet, and appreciate their business. During this workshop, participants will also learn how to effectively farewell clients so that they recommend your practice to others and explore ways of getting your patients to come back and visit you more often through the use of effective follow ups.

This hands on, interactive workshop will help participants explore the following:

- Under pressure! How do you cope?
- How do you deal with a difficult client?
- Prevention is better than cure - can you stop complaints before they start?
- Farewells - do you leave your clients wanting to come back for more?
- Are your follow up's falling down?



Workshop dates, locations and pricing

Location	Workshop 1	Workshop 2	Workshop 3
Brisbane	14 March	13 June	13 September
Sydney	15 March	20 June	12 September
Melbourne	7 March	6 June	5 September
Adelaide	8 March	14 June	6 September
Perth	13 March	21 June	19 September
Auckland	6 March	28 June	11 September
Christchurch	22 March	3 July	18 September

Sign up for 1 workshop: \$349

Sign up for 2 workshops for \$649

Sign up for all 3 workshops \$899

Meet your speakers

Deb Render has over 30 years experience in the veterinary industry, having worked in a variety of roles during that time. Deb is passionate about delivering outstanding customer service and helping others to do the same.



Deb Butler has more than 30 years of experience in management and leadership and over 25 years as a veterinary nurse. Deb is passionate about delivering high standards in customer service, patient care and assisting others to realising their full potential.



Jan Bedford is an experienced and qualified veterinary nurse and trainer who has been involved in the veterinary industry for over 20 years. She is a dynamic and engaging trainer, who brings a wealth knowledge and passion for the industry.



Connect with your Clients Workshop Registration

Practice Information

Name:

Practice and Address:

Phone:

Email Address:

Dietary requirements:

*Specific program details will be sent to the nominated email address.

Yes, I would also like this email to receive special offers and promotions.

Please select workshop location and date:

Location	Workshop 1		Workshop 2		Workshop 3	
Brisbane	14 March	<input type="checkbox"/>	13 June	<input type="checkbox"/>	13 September	<input type="checkbox"/>
Sydney	15 March	<input type="checkbox"/>	20 June	<input type="checkbox"/>	12 September	<input type="checkbox"/>
Melbourne	7 March	<input type="checkbox"/>	6 June	<input type="checkbox"/>	5 September	<input type="checkbox"/>
Adelaide	8 March	<input type="checkbox"/>	14 June	<input type="checkbox"/>	6 September	<input type="checkbox"/>
Perth	13 March	<input type="checkbox"/>	21 June	<input type="checkbox"/>	19 September	<input type="checkbox"/>
Auckland	6 March	<input type="checkbox"/>	28 June	<input type="checkbox"/>	11 September	<input type="checkbox"/>
Christchurch	22 March	<input type="checkbox"/>	3 July	<input type="checkbox"/>	18 September	<input type="checkbox"/>

Paying by Credit Card?

Credit card type () Visa () Mastercard

Card #

Name on card

Expiry date / Amount to be deducted Cardholder signature.....

Invoice to be made out to

Paying by Provet Plus Points?

I, _____ authorise for Provet Plus Points to be deducted from my practice account number _____ for the above program. I have confirmed with my Provet branch that my account has the required points.

Terms and Conditions

By signing these terms and conditions, I authorise AIRC/CCG to sign me up to the Connect to your Clients workshop/s. I acknowledge that if I have chosen to pay using Provet Plus Points it is my responsibility to ensure I have enough points to pay my account.

Cancellation Policy

Cancellations received up to five working days before the nominated workshop are refundable— minus a AU\$65 service charge. Cancellations received less than five days prior to the nominated workshop and non-attendance will be considered as non-refundable.

Signature..... Date.....

Return this form to CCG:
ccgenquiries@provet.com.au or fax to 07 3621 6006

Want more info?

 ccgenquiries@provet.com.au

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