

Proudly presented by:



ESSENTIAL TEAM CONSULTING SKILLS

Forming lasting and quality relationships with clients in the consult room is imperative in order to build their trust and loyalty, and ultimately to firm up your practice's place as their pets trusted healthcare provider. This 2 day program has been designed to provide you with the skills you need to confidently undertake the consultation process, with day 2 providing you guidance on implementing nurse consultations in clinic.

Day 1: Communication in the Consult Room

This day will focus on all aspects of communicating with clients whilst in consultation, and is perfect for new graduate vets, and nurses who participate, or would like to participate in nurse consultation models in their practice.

Audience: New graduate veterinarians
Qualified and experienced veterinary nurses

Day 2: Implementing Nurse Consultations & Clinics

Specifically designed for nurses who would like to implement veterinary nurse consultation models into their practice. Learn about team consulting, patient admission and discharge model, puppy school, weight, senior pet and dental care clinics.

Audience: Qualified and experienced veterinary nurses

Meet the speakers...



Deb Render has almost 30 years experience in the veterinary industry. Deb is passionate about delivering outstanding customer service and helping others to do the same.



Tania Gover has 15 years of experience within the veterinary industry. Her passion for the industry and helping veterinary businesses succeed sees her as a highly sort after trainer and consultant.

Important Information:

Date: Brisbane, 22-23rd March 2017
Investment: Day 1 \$595 per person
Day 1 & 2 \$995 per person

REGISTER TODAY FOR THIS EVENT!

**Email: ccgenquiries@provet.com.au or
call CCG: +61 07 3621 6005**

ESSENTIAL TEAM CONSULTING SKILLS

YES, I wish to register myself and/or a colleague for this workshop. I understand that payment is required at the time of registration, that receipts will be issued and that the Provet cancellation policy applies to my registration.

Registrant 1

Surname:
Given name:
Position:
Dietary requirements:

Registrant 2

Surname:
Given name:
Position:
Dietary requirements:

Practice Details

Practice name and address:
.....
.....
Phone :
Fax :
Email :

Tick location you wish to attend:

Brisbane, 22-23rd March 2017

Tick location you wish to attend:

Day 1 Valued at \$595
 Day 1 & 2 Valued at \$995

Payment Information

Paying by Provet Plus Points?

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

Paying by Credit Card?

Credit card type () Visa () Mastercard Card #
Name on card Expiry date /
Amount deducted Cardholder signature
Invoice to be made out to

Payment is required at the time of registration and receipts will be issued.

Prices and speakers are subject to change without notice. If you are unable to attend, Provet may consider a substitute participant or a transfer to an alternative workshop within the same calendar year. Cancellations received up to five working days are refundable minus a \$75 service charge. Cancellations received less than five days prior to the workshop or non-attendance will be considered non-refundable. In this event you may choose to apply to CCG to transfer your payment towards one other product of similar cost. Approval of which will be at the sole discretion of CCG management.

Please note:

To ensure the experience for each participant is optimised, positions at our workshops are limited. Prices and speakers are subject to change without notice. Prices listed include GST.

Cancellation Policy

Cancellations received up to five working days before the workshop are refundable, minus an AU\$75 service charge. Cancellations received less than five days prior to the workshop and non-attendance will be considered as non-refundable.

Important Information:

Time: 9am - 4pm

Includes: Lunch, morning and afternoon tea

Proudly presented by:

CRAMPTON



A HENRY SCHEIN COMPANY

BOOK NOW TO SECURE YOUR PLACE! Fax: +61 07 3621 6006 or email ccgenquiries@provet.com.au