

Rally The Receptionists

Strategies To Make Every Receptionists Day Better

This 2 day workshop is designed for the busy client care teams to build their skills, share best practices and collaborate with like minded veterinary professionals.

Join us! August 22-23

- Beautiful location - Horse In Hand Ranch
- Hot lunch Included
- Snacks and coffee provided
- Fully Immersive workshop



22
Aug

1:00 PM
-
4:30 PM

Introductions

Core Dialogue Skills Defined

23
Aug

8:30 AM
9:00 AM
10:45 AM
12:00 PM
1:00 PM
2:45 PM
5:00 PM

Coffee and check in

Dealing with Anger and Frustration

How to Talk Money with Clients That Don't Have Any

Lunch

Dealing with Grief, Loss and Making Decisions
During Difficult Times

Case study and practice the skills

Wrap Up

