

Complimentary CE for WDDC Members - Customer Service Module II

IMPROVING STAFF RETENTION



Employee retention measures are more important than ever for veterinary practices. Finding and keeping skilled, dedicated, service centric employees becomes harder every year. This section will talk about staff retention with improved performance reviews, career advancement, expectations and proper goal setting techniques.

DEALING WITH DIFFICULT CLIENTS

Understanding the customer complaint. There is nothing more disruptive than a heated debate in a public space. Learn how to stay cool and collected in order to deescalate the situation. Jolene will educate the group on how to reduce the intensity of client confrontation, and more importantly help your teams recover from the aftermath.



UNDERSTANDING BODY LANGUAGE

The majority of veterinary professionals are introverted by nature, this can sometimes lead to a break-down in communication with clients and staff. Have you ever had conversations where you are fairly sure the person you are talking to has a limited belief about your confidence and the information you are providing them? In this section Jolene will help rapport building and provide tips for portraying a more confident you! We will also discuss how to quickly convey information while practicing effective listening skills to make your clients feel understood and important.



IDENTIFYING APPRECIATION APPROACHES



This will be a recap of the Customer Service Module 1 series. The number one reason people leave jobs is due to a perceived lack of appreciation and accolades for a job well done. The concept of intent vs perception will be explored in terms of improving workplace morale.

Limited Seating • Evening Session

- Complimentary for WDDC Participating Members (first come first serve max 3ppl per clinic) • Suitable for Office Managers, Front End Staff & Owners
- Light supper will provided • CE Approved (TBA)

Brought to you by WDDC
Speaker: Jolene Watson, RVT & Certified Myers-Briggs Practitioner (Clarity Coaching & Development)

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Our Clinic is a member of WDDC and would like to attend the following session.

WDDC# _____ Clinic Name: _____ Email: _____

Edmonton Monday March 23 / 4:00pm - 9:00pm _____ # people
WDDC Facility 17611- 109a Avenue Edmonton

Name: _____ RVT DVM

Name: _____ RVT DVM

Name: _____ RVT DVM

Calgary Tuesday March 24 / 4:00pm - 9:00pm _____ # people
Sheraton Cavalier Calgary Hotel 2620 32nd Avenue NE

Name: _____ RVT DVM

Name: _____ RVT DVM

Name: _____ RVT DVM

Winnipeg Wednesday March 25 / 4:00pm - 9:00pm _____ # people
WDDC Facility 1600 Inkster BLVD, Winnipeg

Name: _____ RVT DVM

Name: _____ RVT DVM

Name: _____ RVT DVM

Regina Thursday March 26 / 4:00pm - 9:00pm _____ # people
Double Tree by Hilton Hotel & Conference—1975 Broad Street, Regina

Name: _____ RVT DVM

Name: _____ RVT DVM

Name: _____ RVT DVM

Saskatoon Friday March 27 / 4:00pm - 9:00pm _____ # people
Hampton Inn & Suites Airport - 110 Gateway Boulevard, Saskatoon

Name: _____ RVT DVM

Name: _____ RVT DVM

Name: _____ RVT DVM



Jolene Watson Biography

Jolene Watson is the President of Clarity Coaching & Development, Registered Veterinary Technologist, Executive Business Coach & Professional Speaker. She is honored to be a facilitator at the Praxis School of Entrepreneurship & The Edwards School of Business. She has also designed a 'Veterinary Client Relations' course she currently teaches to the first year Veterinary Technology students at Saskatchewan Polytechnic. She became certified as a Myers-Briggs Practitioner through Psychometrics Canada Ltd. where she graduated with a 99% average. She looks forward to continuing to expand her business across Canada this upcoming year and truly loves being an entrepreneur.

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