

ProSkills Online Short Courses

January - December 2017



CRAMPTON



Consulting Group

Register online: www.provetccg.com.au/ProSkills

PROVET

A HENRY SCHEIN COMPANY

80
online topics

Available
24/7

Enrol online in
2 minutes

Prices start from
\$59

Try a free online course!
www.provetccg.com.au/free

Welcome to the ProSkills Online Short Course Program for 2017!

Master new skills. Excel in your role. Enjoy flexible online courses.

Discover Crampton Consulting Group's 2017 ProSkills Online Short Course Program. We've created a suite of over 80 industry specific topics, all delivered online so you can complete them when it suits you. In 2017, all of the courses listed will be available all year- no waiting for them to be released! You can also look forward to **BONUS** course releases!

NEW! Individual ProSkills Membership!

Brand new in 2017, we're offering the ProSkills Membership at an unbeatable price for individuals! Gain access to all of the courses throughout 2017 for only \$395!

Back by popular demand: ProSkills Practice Membership...

Gain access to the entire ProSkills Program for up to 15 team members for an unbeatable price! Your whole team can benefit from online, flexible learning all year round without breaking the bank.

When will you register? Now, soon or later?

The ProSkills Program runs for the 2017 calendar year, so the sooner you register the longer you have to complete the courses!

Register online today!
www.provetccg.com.au/proskills

Useful information...

Registration Type	Investment	Inclusions
Videocast (V)	\$59	<ul style="list-style-type: none">One person enrolled in a single webinar or video, approximately 45 mins in lengthReceive downloadable resources
Short Course (S)	\$99	<ul style="list-style-type: none">One person enrolled in a comprehensive, multi-module short courseReceive downloadable resources
Individual Membership	\$395	<ul style="list-style-type: none">One person enrolled in all 2017 ProSkills Short CoursesReceive downloadable resources for each course
Practice Membership	\$995	<ul style="list-style-type: none">Up to 15 people enrolled in all 2017 ProSkills Short CoursesPlus a Program Leader login to gain access to additional learning and support materialsReceive downloadable resources for each course

Continuing education points are available for a selection of the 2017 ProSkills Short Courses.

For more details go to: www.provetccg.com.au/proskills

Get the latest course information from CCG...

W: www.provetccg.com.au/proskills

P: +61 7 3621 6005 or **E:** ccgenquiries@provet.com.au

2017 ProSkills Online Short Course Calendar

Over 80 courses available all year + **BONUS** courses released throughout the year!

Each course includes downloads to make sure that you have valuable take-home information for your practice!

NURSING SKILLS

- Anaesthetic monitoring
- Assessing canine patient behaviour
- Assessing feline patient behaviour
- Basic fluid therapy
- Being a patient advocate
- CPR
- Crash cart organisation
- Dental charting
- Developing nursing care plans
- Essentials of pathology
- General care of birds
- General care of pocket pets
- Infection control techniques
- Instrument care tips
- Mastering the Robert Jones
- Medical maths
- Nursing the FLUTD cat
- Nursing the pancreatic patient
- Nutrition for hospitalised patients
- Oxygen therapy
- Pain identification and management
- Patient and theatre preparations
- Placing nasal catheters
- Radiographic positioning
- Radiographic reading
- Specimen collection tips
- Superior X-rays
- Testing anaesthetic machines for leaks
- The complete exam
- The ventilated patient
- Urinary catheter placement and care
- Vascular access: veins, arteries and bones

CUSTOMER SERVICE

- Client Communication: The demanding client
- Client Communication: The detailed client
- Client Communication: The introverted, shy client
- Converting a price shopper
- Developing a simple client survey
- Developing customer service standards
- Dynamic merchandising
- Effective communication skills
- Managing the complaining or emotional client
- Managing your Facebook presence
- Mastering first and last impressions
- Maximising your reception area
- Planning client education programs
- Planning marketing campaigns
- Practical tips for adapting to client learning styles
- Presenting estimates
- Structured process to handling complaints
- Supporting the grieving client
- Talking to clients after euthanasia
- Talk to clients about euthanasia
- Taming the telephone
- The new client experience
- Understanding preventative health

**More than 15 additional
BONUS courses to be
released throughout the
year!**

LEADERSHIP AND MANAGEMENT

- Benchmarking and setting KPI's
- Coaching and mentoring team members
- Conducting performance reviews
- Developing values with your team
- How to run a team meeting
- Human resource essentials
- Inducting new employees
- Interview techniques
- Inventory management
- Managing and developing performance
- Mediating conflict in your practice
- Practical income capturing
- Recruiting the right person
- Strategic planning: Part 1
- Strategic planning: Part 2
- Succession planning: Part 1
- Succession planning: Part 2
- The performance management process

TEAM INTELLIGENCE

- Contributing to culture
- How to ask for what you want
- How to build working relationships
- How to communicate with the boss
- How to manage your priorities
- Managing compassion fatigue
- Managing your emotions at work
- Meeting etiquette



Looking for in-practice training for your team?

CCG offers an extensive range of training topics, developed specifically with veterinary practices in mind.

We give you the option to take our standard training sessions and tailor them with specific case studies and scenarios from your practice. We welcome you to discuss how we can customise a training solution for your team, including materials and activities as relevant. We travel to you for the training or our trainer can stream presentations live to your workplace via webinar. Email us for more information: ccgenquiries@provet.com.au

ProSkills Membership Registration Form

All individual course enrolments can be completed online: www.provetccg.com.au/ProSkills

Practice Membership Registration Information

Nominated Program Leader*:

Practice:

Email:

Phone:

*The nominated program leader will receive team login information and specific login details to access additional learning and support materials.

Individual Membership Registration Information

Name*:

Practice:

Email:

Phone:

*The name provided here will be displayed on all Certificates of Completion.

☐ I would like to receive information on upcoming face to face workshops or events.

Payment Information

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 the terms and conditions, I authorise AIRC/CCG to sign up for the ProSkills Practice Membership. I understand that the Practice Membership excludes the Customer Service Intelligence and Leadership Intelligence Programs. 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.

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

Return this form to CCG:

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

Want more info?

W: www.provetccg.com.au/proskills

