

ProSkills Online Short Courses



Training for your team from January - December 2020



Over 130 online training modules available 24/7



Downloadable resources to support your learning



Implementation resources available for practice membership



CPD points for veterinarians and veterinary nurses



Discover Crampton Consulting Group's 2020 ProSkills Online Short Course Program. We've created a suite of over 130 industry specific topics, all delivered online so you can complete them when it suits you.

All of the courses listed in this brochure will be available from January, with **BONUS** courses released throughout the year!

- ✓ **Master new skills.**
- ✓ **Excel in your role.**
- ✓ **Enjoy flexible online learning.**

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



+61 07 3621 6005



CCGEnquiries@provet.com.au



BACK BY POPULAR DEMAND

Individual ProSkills Membership

We're offering the ProSkills Membership at an unbeatable price for individuals! Gain access to all of the courses throughout 2020 for only \$435!

ProSkills Practice Membership

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

Purchase the Practice Membership at a special new price!

Registration Type	Investment	Inclusions
Skill Builder (B)	\$19	One person enrolled in a single presentation, approximately 5-10 mins in length
Videocast (V)	\$59	One person enrolled in a single webinar or video, approximately 45 mins in length
Short Course (S)	\$99	One person enrolled in a comprehensive, multi-module short course
Individual Membership	\$435	One person enrolled in all 2020 ProSkills Short Courses
Practice Membership	\$895	Up to 15 people enrolled in all 2020 ProSkills Short Courses Plus a Program Leader login to access additional learning and support materials, and course completion reports

2020 ProSkills Online Short Course Menu

Over 130 courses available all year + BONUS courses released throughout the year!

CUSTOMER SERVICE

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

Customer Service: How to series

- How to appropriately place a caller on hold (B)
- How to book a follow up appointment (B)
- How to greet a client at reception (B)
- How to handle a price enquiry (B)
- How to inform clients of delays (B)
- How to professionally answer the phone (B)
- How to talk to clients about desexing (B)
- How to talk to clients about fleas (B)
- How to talk to clients about heartworm (B)
- How to talk to clients about intestinal worms (B)
- How to talk to clients about post-op processes (B)
- How to talk to clients about prep-op processes (B)
- How to talk to clients about ticks (B)
- How to talk to clients about Vaccination- Canine (B)
- How to talk to clients about Vaccination- Feline (B)

Did you know that many of
our Proskills courses earn you
CPD Points?

Find out more at www.provetccg.com.au/proskills

NURSING SKILLS

- Anaesthetic monitoring (S)
- Assessing canine patient behaviour (V)
- Assessing feline patient behaviour (V)
- Basic fluid therapy (V)
- Being a patient advocate (V)
- Chocolate toxicity (V)
- CPR (V)
- Crash cart organisation (V)
- Dental charting (V)
- Dental hand instruments - care and sharpening (V)
- Dental home care compliance - making it work (V)
- Dental Malocclusions - what do they mean? (V)
- Dental Radiography (V)
- Developing nursing care plans (S)
- Essentials of pathology (S)
- Foundation skills of veterinary nurses (S)
- General care of birds (V)
- General care of pocket pets (V)
- Gloving and gowning (V)
- Infection control techniques (V)
- Instrument care tips (V)
- Mastering the Robert Jones (V)
- Medical maths (V)
- New thoughts on patient preparation (V)
- Nursing the FLUTD cat (V)
- Nursing the pancreatic patient (V)
- Nutrition for hospitalised patients (S)
- Oxygen therapy(S)
- Pain identification and management (S)
- Patient and theatre preparations (V)
- Patient observation: Post surgery (V)
- Placing ECG leads (V)
- Placing nasal catheters (V)
- Preparing the patient to go home (V)
- Radiographic positioning (V)
- Radiographic reading (S)
- Specimen collection tips (V)
- Superior X-rays (V)
- Testing anaesthetic machines for leaks (V)
- The complete exam (V)
- The GDV patient (V)
- The hyperadrenocorticism patient (V)
- The ventilated patient (V)
- Triage and emergency stabilisation (V)
- Understanding pre-anaesthetic blood tests (V)
- Urinary Catheters (S)
- Vascular Access (S)
- Understanding body language (V)
- Understanding preventative health (S)
- What's Toxic in the Pantry? (V)
- Whelping and dystocia (V)

Nursing Skills: How to series

- How to avoid IV catheter complications (B)
- How to make a blood smear (B)
- How to measure and calculate urine output -Catheter (B)
- How to measure and calculate urine output -Voluntary (B)
- How to pack a general surgical kit (B)
- How to perform a conscious oral exam (B)
- How to perform a doppler blood pressure (B)
- How to perform and read a PCV (B)
- How to perform IPPV using a Closed Circuit (B)
- How to perform IPPV using an Ayres T Piece (B)
- How to perform pre-anaesthetic checks and leak testing (B)
- How to place an intravenous catheter (B)
- How to understand the difference between re-breathing and non-rebreathing circuits (B)
- How to understand the stages & planes of anaesthesia (B)

LEADERSHIP AND MANAGEMENT

- Benchmarking and setting KPI's (V)
- Coaching and mentoring team members (V)
- Conducting performance reviews (V)
- Developing values with your team (V)
- How to run a team meeting (V)
- Human resource essentials (S)
- Improving cash flow (V)
- Inducting new employees (S)
- Interview techniques (V)
- Inventory management (V)
- Managing and developing performance (S)
- Mediation skills for resolving conflict (V)
- Practical income capturing (V)
- Recruiting the right person (S)
- Strategic planning: Part 1 (V)
- Strategic planning: Part 2 (V)
- Succession planning: Part 1 (V)
- Succession planning: Part 2 (V)
- The new employee experience (V)
- The performance management process (V)
- Train the trainer (S)
- Workplace bullying (V)

TEAM INTELLIGENCE

- Contributing to culture (V)
- Handling disappointment (V)
- How to ask for what you want (V)
- How to build working relationships (V)
- How to communicate with the boss (V)
- How to manage your priorities (V)
- Managing compassion fatigue (V)
- Managing your emotions at work (V)
- Managing your manager (V)
- Meeting etiquette (V)
- Top tips to setting and achieving goals (V)

CCG also offers an extensive range of in-practice 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 the opportunity to discuss how we can customise a training solution for your team, including materials and activities as relevant. We can 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



2020 ProSkills Membership Registration Form

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

Practice Membership Registration Information

Nominated Program Leader:

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

Practice:

Email:Phone:

Individual Membership Registration Information

Name:

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

Practice:

Email:Phone:

Keeping you updated

Periodically we send out information about upcoming workshops or events, specials and support services.

Would you like to be kept updated with this information () Yes () No

Payment Information

Paying by Credit Card?

Credit card type () Visa () Mastercard

Card # Expiry date /

Name on card 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 me/my practice up for the ProSkills Membership nominated above. I understand that the Membership excludes the Customer Service Intelligence, Leadership Intelligence, Pet Protector and Healthy Pet Healthy Practice 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

Want more info?  www.provetccg.com.au/proskills  +61 07 3621 6005

