

In-Practice Training Sessions



Up-skill your team with an in-practice session

CCG offer an extensive range of training topics, developed specifically with the veterinary practice in mind.

Your team's professional and personal development is our passion and we understand that no two practices have the same needs nor training requirements. We personally identify your specific needs to ensure your training and consulting is professional, motivating and personally rewarding for each member of your team.

Audience:

We have sessions that suit the whole team!

Examples of sessions available:

- **Leadership:** settling disputes, recruitment and selection skills, talent management, managing change.
- **Customer Service:** dealing with difficult clients, sales skills, mastering first impressions and telephone skills
- **Team:** compassion fatigue, stress management, conflict resolution, communication skills and managing emotions
- **Veterinary Nursing:** clinical pathology, surgical nursing, practical anaesthesia and emergency first aid.

Session highlights:

- Industry experienced trainer
- Tailored session content
- Take away notes and activities

Session format:

- Choose from half day, full day, evening or weekend session
- Webinars also available

"The results have been fantastic. The nurses are really taking ownership of the anaesthetics and patient care which is a positive thing for them and the patients! In short, it was the best clinic training we have ever had—nurse or vet based!"

**Nigel Thomas,
Park Ridge Animal Hospital**

Find out more online:

www.provetccg.com.au/training



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Name:

Position:

Practice:

Preferred contact method:

Contact details:

Please indicate the items you would like additional information on:

Team Development

- ☐ ProSkills Online Short Courses
- ☐ Customer Service Intelligence
- ☐ Leadership Intelligence
- ☐ In-practice training
- ☐ Practice Management School
- ☐ Customer Service Roadshow
- ☐ Healthy Pets, Healthy Practice
- ☐ Certificate level veterinary nurse and management courses (via AIRC)

Business Development

- ☐ Practice Health Check
- ☐ Business Coaching Programs
- ☐ Personal Coaching Programs
- ☐ Financial Solutions Package
- ☐ Strategic Planning and Partner Alignment

Resources

- ☐ Team Profiling Tools: DISC and Motivators
- ☐ Mystery Shopping Program
- ☐ Client and Staff Surveys
- ☐ Workplace Health and Safety Manual
- ☐ Individual Policies and Procedures
- ☐ Human Resource Tools and Templates
- ☐ Pet Protector Online Course

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

Our team will be in contact with you soon with additional information. In the meantime, please check out our website: www.provetccg.com.au