



Energize your whole team with a single class.

The most powerful change opportunity happens when everyone in the practice is inspired by the same message. This one-day course is taught on two consecutive days so you can send half your team one day and half the other.

- Learn the importance of communication and service as differentiators
- Develop communication skills that advance team and client relationships
- Develop a plan to serve clients at each phase of the cycle of service
- Learn to strengthen the client-hospital bond with every client interaction
- Learn how to impact a client's perception of value
- Become more comfortable handling client objections or complaints
- Put the PVU exclusive tools provided to work in your practice

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COMMUNICATION AND SERVICE

DATES

Tuesday, December 11, 2018
or
Wednesday, December 12, 2018

LOCATION

Hyatt Place Eugene
333 Oakway Road
Eugene, OR 97401

TIME

Breakfast: 7:30 a.m.
Class: 8:00 a.m. – 5:00 p.m.

*Breakfast, lunch and
snacks will be provided.*

CREDITS

8 CE

PAYMENT

\$185 per attendee

\$160 per attendee, for two
or more participants from
the same hospital. Includes
all course materials.



MORE INFORMATION

Contact Bruce Ashenbrenner
at bruce.ashenbrenner@pattersonvet.com

Nearby lodging options are available; however, overnight accommodations are not included in course fee.

SPEAKER

Sandy Walsh, RVT, CVPM

A lifelong animal lover, Sandy has dedicated more than 35 years to the veterinary profession. Having worked her way up through the ranks from pet care attendant to CSR, RVT and regional hospital director, she shares her “in the trenches” experience in a fun and engaging way. Sandy teaches and consults with private practices, speaks at conferences, and writes for several veterinary publications in an effort to assist hospital team members in becoming the best they can be and to help them take their practices to the next level of excellence.

RACE provider #203, programs are pending approval.



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