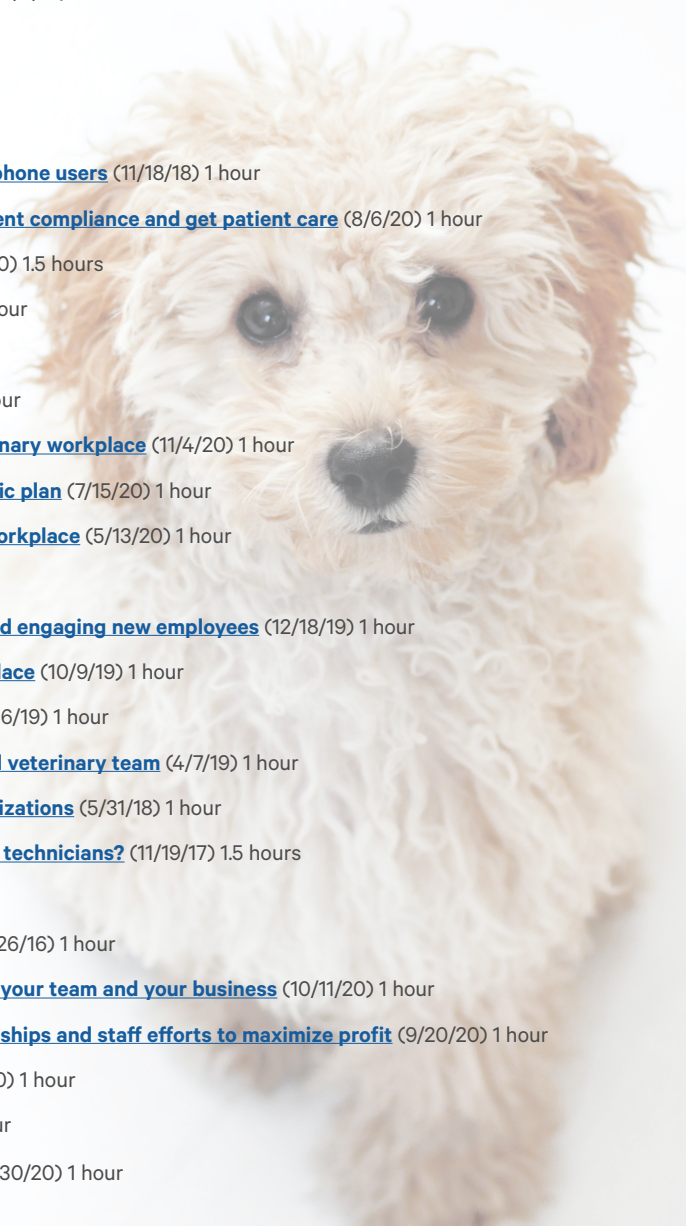




COURSE OUTLINE

- [Practice management: Keys to practice health](#) (9/15/19) 1.5 hours
- [Practice management: As goes diagnostics, so goes your practice/production](#) (7/21/19) 1 hour
- [Practice management: Plug the leaks in your practice, and your production](#) (11/4/18) 1 hour
- [Practice management: Smart inventory management](#) (10/30/18) 1 hour
- [Best practices for financial conversations](#) (6/23/19) 1 hour
- [15 communication skills for veterinary teams](#) (12/2/18) 1 hour
- [Managing bad clients: Google-seekers, discount divas and obnoxious smartphone users](#) (11/18/18) 1 hour
- [E-commerce/home delivery: How to incorporate into practice to increase client compliance and get patient care](#) (8/6/20) 1 hour
- [Tips to manage your online reputation & how to handle online haters](#) (2/25/20) 1.5 hours
- [Fix these marketing mistakes before they impact your practice](#) (11/16/20) 1 hour
- [Intergenerational marketing: One size does not fit all](#) (6/1/20) 1 hour
- [Budgeting: Spending, saving and increasing your profit margin](#) (1/30/20) 1 hour
- [The trust edge: Building trust, rapport and quality relationships in the veterinary workplace](#) (11/4/20) 1 hour
- [Powerful planning: Developing a compelling, creative and successful strategic plan](#) (7/15/20) 1 hour
- [Battling bullies: Successful strategies for battling bullies in the veterinary workplace](#) (5/13/20) 1 hour
- [Creative culture: Strategies for achieving vision and values](#) (2/19/20) 1 hour
- [The first 90 days... Practical strategies for onboarding, training, coaching and engaging new employees](#) (12/18/19) 1 hour
- [Understanding and applying critical leadership laws in the veterinary workplace](#) (10/9/19) 1 hour
- [Building and empowering a unified, energized and high performing team](#) (5/16/19) 1 hour
- [Exceptional engagement: Creating and leading a productive, happy and loyal veterinary team](#) (4/7/19) 1 hour
- [Best practices for exceptional client service from premiere healthcare organizations](#) (5/31/18) 1 hour
- [Where team health, retention, and revenue intersect: How well do you utilize technicians?](#) (11/19/17) 1.5 hours
- [Emotional intelligence](#) (9/18/16) 1 hour
- [Essential supervision skills for veterinary teams: What you need to know](#) (6/26/16) 1 hour
- [Wellness plans: Transform your well pet services to better serve your client, your team and your business](#) (10/11/20) 1 hour
- [Inventory management for the busy practitioner: Leveraging vendor relationships and staff efforts to maximize profit](#) (9/20/20) 1 hour
- [Entity formation: Which business type best serves your new venture](#) (8/16/20) 1 hour
- [Wag more, bark less: Finding happiness at home and at work](#) (10/29/20) 1 hour
- [Boundaries: What they are and why we need them in practice \(and in life\)](#) (4/30/20) 1 hour



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This VETgirl Practice Management certificate has also been approved by the Certified Veterinary Practice Manager Board as applicable toward the continuing education requirement for the Certified Veterinary Practice Manager (CVPM) program offered by the Veterinary Hospital Managers Association (VHMA), CVPM Course Approval ID# 21-25.