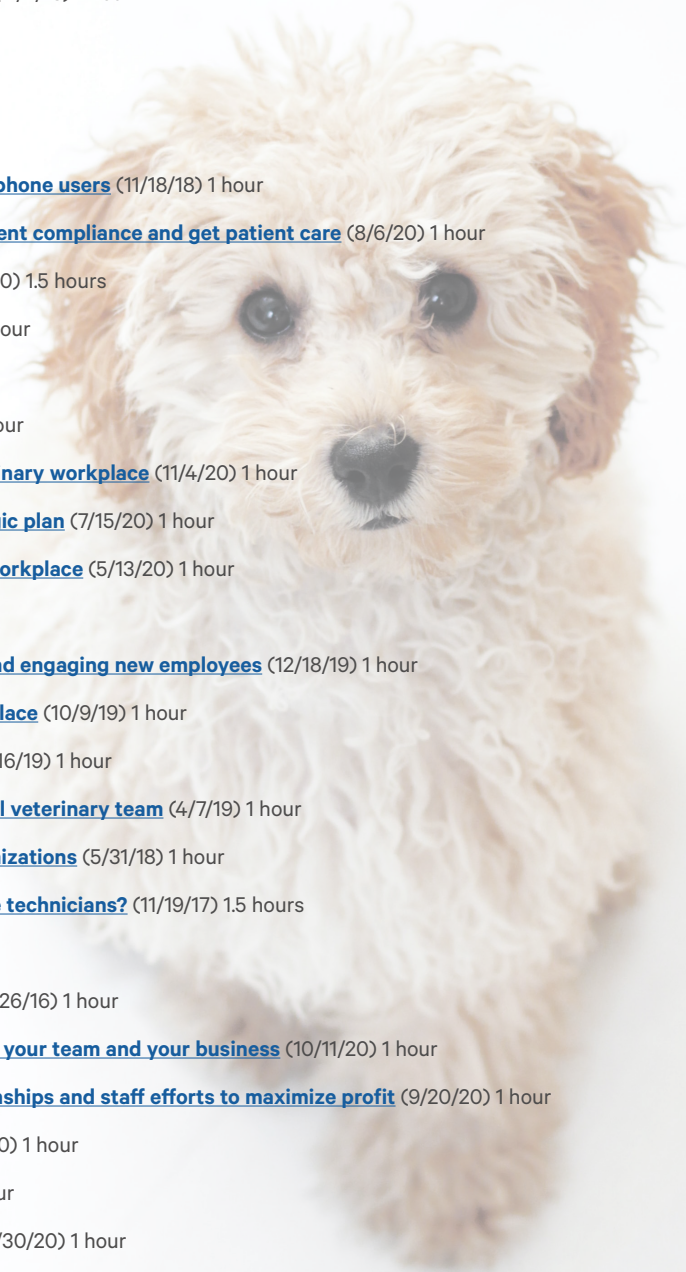




COURSE OUTLINE

- [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



 Visit vetgirlontherun.com to check out our other certification programs!

TO RECEIVE YOUR PRACTICE MANAGEMENT CERTIFICATE:

1. View the course outline in entirety.
2. Once completed, email your PDF CE certificates to courses@vetgirlontherun.com along with your full name, state of license and license number.
3. Certificates can either be the LIVE webinar certificates or on-demand webinar certificates received following quiz completion (successfully passing by 70%).
4. Following verification of successful completion, a unique course certificate will be mailed to you with your name, hours of course, and license number.