Dr. Amanda Donnelly is a sought-after speaker, author, business consultant, and second-generation veterinarian. Having worked in her father’s practice growing up, she developed a passion for veterinary medicine at a young age. With over 29 years of experience in the veterinary profession, Dr. Donnelly understands the challenges facing practice teams. She is driven by her goals of helping veterinarians become better leaders and teaching teams how to enhance the client service experience.

Well known as a dynamic speaker, Dr. Donnelly has twice been named Practice Management Speaker of the Year for the North American Veterinary Conference. She brings her knowledge, passion and business savvy to audiences as a speaker and trainer. What makes Dr. Donnelly unique is her ability to relate to all members of the team. She combines a down-to-earth attitude with practical information to deliver programs filled with actionable takeaways.

To Book one of Dr. Donnelly’s high-energy seminars
Call 321-446-3088
Email adonnelly@aldvet.com

www.amandadonnellydvm.com
3 KEYS TO DELIVERING EXCEPTIONAL CLIENT SERVICE

How to Improve Client Loyalty and Compliance

In this dynamic, interactive program, Dr. Donnelly teaches audiences how to use the power of communication to create an exceptional client service experience. Participants will learn how to focus on client engagement, client education, and consistency to improve client retention and increase word of mouth referrals. They’ll walk away knowing specific communication skills and action steps the whole team can immediately apply in order to create lasting impressions with pet owners, increase client visits, and improve compliance with wellness and treatment plan recommendations.

With Amanda’s customized seminars, audiences learn the skills to:

- Engage clients with specific communication skills
- Be seen as a trusted advisor in today’s marketplace
- Convert phone prospects to clients
- Clearly educate clients about the value of services
- Talk about money with confidence
- Implement service standards to differentiate the practice

Suggested Course Length: Half or Full Day

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or email adonnelly@aldvet.com

www.amandadonnellydvm.com
LEADERSHIP COMMUNICATIONS THAT IMPROVE TEAM PERFORMANCE

Building a Dynamic Team

Building a strong team is essential to achieving business goals - which is easier said than done! Dr. Donnelly teaches veterinary practice leaders how to create a work environment where everyone is excited to come to work. Attendees will leave knowing the 4 qualities of trusted leaders and communication skills that improve employee accountability, engagement and productivity.

With Amanda’s customized seminars, audiences learn the skills to:

- Execute the primary roles of a leader
- Manage by core values
- Make accountability a part of the practice culture
- Communicate feedback that improves job performance
- Enhance employee motivation
- Improve job performance with development plans
- Coach team members to problem solve
- Resolve employee conflict
- Confront problem employees with confidence
- Improve manager-owner communications to better achieve goals

Suggested Course Length: Half or Full Day

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www.amandadonnellydvm.com
HOW TO MAKE THE RIGHT MARKETING CHOICES TO GROW YOUR PRACTICE

How to Thrive in Today’s Economy

In today’s competitive marketplace, it’s essential to know which marketing strategies are right for your business. Otherwise, practice leaders may spend considerable time and money on marketing initiatives with minimal return on investment.

This program teaches attendees how to prioritize and implement marketing strategies that achieve the greatest results. Dr. Donnelly guides audiences step by step through the marketing planning and execution process.

Attendees will learn how to use strategic planning and key performance indicators to set and achieve measurable marketing goals that are right for the practice. Participants will walk away knowing how to implement a simple marketing plan with specific tactics to increase client visits and compliance.

In this program, you will learn how to:

- Use a SWOT analysis to determine greatest areas of opportunity to grow the business
- Analyze your hospital’s Key Performance Indicators (KPIs) to establish marketing goals.
- Formulate measurable marketing goals
- Attract new clients by focusing on activities that yield the best results
- Execute specific marketing tactics to increase service utilization

Suggested Course Length: Half or Full Day

To Book Amanda, Call 321-446-3088 or email adonnelly@aldvet.com

www.amandadonnellydvm.com
Dr. Amanda Donnelly is a second-generation veterinarian who has dedicated more than 25 years to the veterinary profession in the areas of small animal practice, emergency medicine, business management, industry, speaking and consulting. Dr. Donnelly works with veterinarians who want to grow their business and have their team look forward to coming to work every day. She combines her “in the trenches” practice experience and business expertise to help veterinarians communicate better with their teams and clients.

Dr. Donnelly is a graduate of the College of Veterinary Medicine at the University of Missouri, Columbia. She has an MBA from Baker University in Overland Park, Kansas and also holds a certificate in Veterinary Practice Administration from the AAHA Veterinary Management Institute (VMI) at Purdue University. Dr. Donnelly is Past-President of VetPartners™, a national organization of consultants and advisors. She is the author of the book *101 Practice Management Questions Answered* available from AAHA.

A member of the National Speakers Association, Dr. Donnelly is a frequent speaker at national and international veterinary conferences. She has twice been named Practice Management Speaker of the Year for NAVC.

**Partial Listing of Previous Presentations:**
- North American Veterinary Conference
- Western States Veterinary Conference
- Central States Veterinary Conference
- American Veterinary Medical Association Convention
- American Animal Hospital Association Convention
- Veterinary Hospital Manager’s Association Annual Meeting
- Southwest Veterinary Symposium
- Midwest Veterinary Conference
- International Veterinary Emergency and Critical Care Symposium
- The ACVIM Forum
- ACVS Veterinary Symposium
- Veterinary Specialists in Private Practice (VSIPP)
- Alabama Veterinary Medical Association Conference
- Florida Veterinary Medical Association Annual Conference
- Georgia Veterinary Medical Association Fall Convention
- Keystone Veterinary Conference
- Michigan Veterinary Conference
- New England Veterinary Conference
- North Carolina Veterinary Academy
- Atlantic Coast Veterinary Conference

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321-446-3088
“Dr. Donnelly’s client service/client satisfaction seminars have been by far the best I’ve ever attended. Her passion about the subject is evident in her lectures and her guidance and suggestions are right on target to create the “client centered” culture necessary for a successful hospital.”

Dana Eddy, LVT, CVPM
Owner of The Driven Compass

“I consider myself fortunate to have been able to benefit from Dr. Donnelly’s seminars and webinars. She understands first hand, the obstacles experienced by today’s veterinarians and their teams. Dr. Donnelly’s webinars have become a team favorite; no small feat! She has helped us develop a better approach to difficult client situations, and we are better able to read our clients thanks to her training. Her enthusiasm for providing the best customer experience comes across loud and clear! We consider her a “must hear” for all veterinary teams!”

Cyndi Sweger; Practice Manager
Albemarle Veterinary Health Care Center

“I enjoyed your sessions at the WVC meeting. Having spoken quite a bit myself, I appreciated that you were in command of your subject and your presentation was fluid and polished. Although the topic was not new the presentation was not a recycling of current thinking, rather your content was up to date, new and fresh from your own experience. I kept thinking, “I need my team to be here to hear this!”

Mike Falconer, Hospital Administrator
Craig Road Animal Hospital

“It was a pleasure to sit in on Dr. Donnelly’s classes at the Midwest Veterinary Conference. I brought back to our clinic so much useful information that I am going to review with everyone at our next staff meeting. I have been bursting at the seams to fill them in on everything I learned. Thank you for all your resources.”

Annette, seminar attendee 2012
MVC, Columbus, OH