

Dr. Amanda Donnelly

Most Requested Programs

Getting More Pets the Care They Deserve

How to train your team to attract clients, build client loyalty and increase compliance.

The human-pet bond is stronger than ever and pet spending continues to go up every year. And yet veterinary visits have declined in the past 10 years. In part, this is because people have many choices for pet care and have become more cautious consumers. Unfortunately, another major factor is that pet owners still don't fully understand the value of regular veterinary visits.

In this dynamic, interactive program, Dr. Donnelly teaches teams how to maximize the opportunity during every client interaction to create an exceptional experience and help pets get the care they deserve. Audiences learn how to be seen as a trusted advisor in today's marketplace and build client loyalty before, during and after visits. Participants will learn how to focus on client engagement and client education 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.



Attendees will learn how to:

- Convert phone prospects to clients
- Educate clients about the value of services
- Improve team training with practical tools
- Engage clients with specific communication skills
- Communicate better with emotional and angry clients
- Differentiate your practice by implementing service standards
- Use technology solutions to enhance client retention and compliance

What Seminar Attendees are Saying About Dr. Donnelly's Presentations.....

"It was a pleasure to attend your seminar and listen to your words of wisdom about marketing and client communications. I have a wealth of new ideas and things to add to our practice. I especially liked your clear explanations for staff communication with clients."

"Thank you for a wonderful presentation. I was able to take away many ideas to bring back to our practice to enhance the messages we send to our clients."