

WENDY S. MYERS, CVJ

Communication Expert



Best known as the “Queen of Scripts,” Wendy S. Myers, CVJ, has taught communication and client service skills for more than two decades. As founder of Communication Solutions for Veterinarians, she shares practical skills through online courses, onsite hospital consulting, and conferences. Wendy was a partner in a specialty and emergency practice for 5 years. She's authored 6 books and a column for *Veterinary Practice News* magazine for 10 years. Wendy is a RACE CE provider. She can present keynote and customized seminars. Wendy offers both in-person and virtual training. Teams praise her solutions for today's challenges.

SPOKEN AT

AAHA, CanWest Veterinary Conference, corporate veterinary groups, Key Opinion Leader for pharmaceutical companies and distributors, Southern European Veterinary Conference, Southern Veterinary Conference, Southwest Veterinary Symposium, state veterinary medical associations, Veterinary Hospitals Association, VMG groups, VMX, Western Veterinary Conference, Wild West Veterinary Conference

TESTIMONIALS

"Wendy guided our staff to provide consistent messages to clients. Her training led to acceptance of recommendations and higher income." Dr. Toby Carmichael

"Wendy provided our team with practical skills that led to increased patient visits and better interactions with pet owners in exam rooms." Dr. Tony DiAngelis

TOP TALKS

What to Say When Clients Challenge You

Learn how to respond when clients turn into bullies, arrive late for appointments, and argue over drug-monitoring tests for refills.

Use Technicians as Physician Assistants

Leverage technicians to work at the top of their licenses and skillsets. Find out how to charge for technician appointments.

Be the Boss of Your Schedule

Learn how to lead scheduling calls for shorter call times, 3 appointment types to pre-block, and organize exams for efficient workflow.

Survival Tips When You're Short Staffed

Get 10 efficiency tips to increase productivity and reduce job stress.

Smart Ways to Manage Refills

Stop spending 3 hours a day on outside pharmacy requests. Learn how to create a refill process, set up refill reminders, and speed payment.

Career Paths: How to Implement Job Tiers

Find out how to create job tiers for support staff, get examples of skill checklists, and what to pay as employees advance.

When Clients Behave Badly: Do This

Learn conflict-resolution techniques for the no-show client, explosive client, undecided client, time-sucking client, and know-it-all client.

CONTACT

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