



2023: What to expect in the CSR Learning Community



| February | |
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| 2/21 | Welcome to Your CSR Learning Community |
| 2/22 | CSRs Don't Bite! - Dental Awareness for the CSR |
| 2/21 | CSRs Don't Get Bitten! - Safe Animal Handling |

| March | |
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| 2/21 | Name that Breed |
| 2/21 | The Secrets of Feline Behavior |
| 2/21 | Test Your Medical Knowledge |
| 3/27 | Sympathy vs. Empathy - There is a difference? |

| April | |
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| 2/21 | Do You have Burnout or Compassion Fatigue? |
| 4/3 | I Hate Difficult Conversations! |
| 4/10 | Yikes! Conflict with Clients Part 1 |
| 4/17 | Conflict with Clients Part 2 |
| 4/24 | What Are All These Vaccines For? Your Guide to Canine Vaccines |

| May | |
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| 5/1 | What Are All These Vaccines For? Your Guide to Feline Vaccines |
| 5/8 | Parasites Are Gross! Your Guide to Common Parasites |
| 5/15 | A Look Inside the Dog - Anatomy for CSR's |
| 5/22 | Test Your Medical Knowledge |
| 5/29 | Booking Client Appointments Like a Pro |

| June | |
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| 6/5 | Social Media Marketing for CSR's |
| 6/12 | Become Your Practice's Client Experience Guru |
| 6/19 | What Am I Supposed to Do? Opening and Closing Duties |
| 6/26 | I Want to Do More! Charity and Community Outreach |

| July | |
|------|---|
| 7/3 | What if I Wanted to Become a Veterinary Assistant? |
| 7/10 | Talking Money without Apologies |
| 7/17 | I Can Sell Anything! - Tools to Tackle Sales Like a Pro |
| 7/24 | Everything You Need to Know About Home Delivery |
| 5/29 | The Truth about Pet Food Every CSR Should Know |

| August | |
|--------|--|
| 8/7 | Understanding Pet Insurance and How to Present it to Clients |
| 8/14 | Reputation Management of Your Hospital |
| 8/21 | Shelter Medicine |
| 8/28 | Career Advancement |

| September | |
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| 9/4 | A CSR's Part in CPR |
| 9/11 | Medication Mix-ups |
| 9/18 | Controlled Substances |
| 9/25 | Empowering CSRs with Confidence |

| October | |
|---------|---|
| 10/2 | Helping Clients Understand Emergency Med & Triage |
| 10/9 | Helping Clients Understand Emergency Med & Triage |
| 2/20 | OSHA & Occupational Safety |
| 10/16 | A CSR's Responsibility to Animal Welfare |
| 10/23 | When Techs or PMs Cover the Front Desk - The Must Know! |
| 10/30 | Holiday Toxins |

| November | |
|----------|--|
| 11/6 | Holiday Toxins |
| 11/13 | The Remote CSR Position |
| 2/21 | Understanding Excel |
| 11/20 | All Aboard Derm! |
| 11/27 | CSR and the Scalpel - Opening up CSRs to Surgery |

| December | |
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| 12/4 | Community Request |
| 12/11 | Community Request |
| 12/18 | Community Request |
| 12/25 | Community Request |

