

Navigating the Client Journey

2-part webinar series

Anna Judson
BVA President



Alison Scull
Resolution
Manager, VCMS



Ruth Serlin
VDS Training
Consultant



Certificate of Attendance

Navigating the client journey: Managing client emotions in stressful situations

This certificate is awarded to

for attending the 'Managing client emotions in stressful situations' webinar with: Anna Judson (BVA), Ruth Serlin (VDS Training), and Alison Scully (VCMS)

Tuesday 12 March 2024, 1pm

Qualifying for 45 minutes of CPD

Date:

VDS Training Services Limited (trading as VDS Training) VDS Training Services Limited is a wholly owned subsidiary of The Veterinary Defence Society Limited (VDS). VDS Training Services Ltd (trading as VDS Training) is registered in England and Wales.

Registered Office: 4 Haig Court, Parkgate Industrial Estate, Knutsford, Cheshire WA16 8XZ. Tel: +44 (0) 1565 743862
Email: info@vds-training.co.uk Web: www.vds-training.co.uk Company No. 10727838 VAT Reg No. 269683739