



Learning & Development

Meeting in-a-box

NVA Learn

Using this guide:

 symbol – you Say this

Italics – Instructions for you to use

 Welcome to the meeting, thanks for taking the time, etc. Today I wanted to do a short session on NVA Learn.

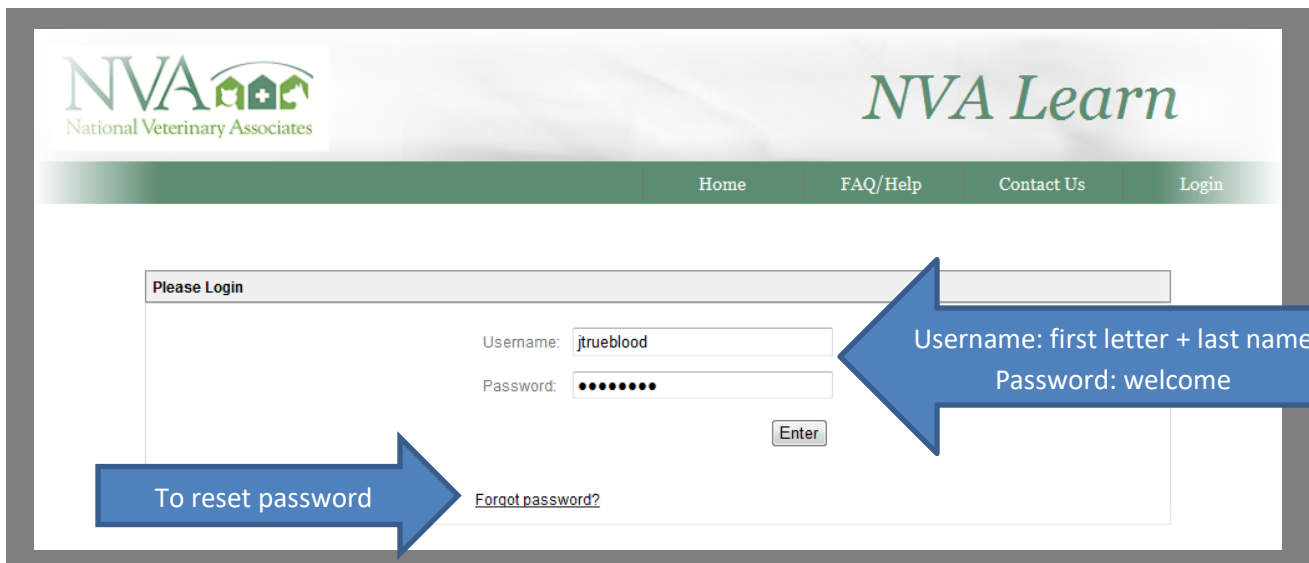
Pass out the Quick Reference Guide

Discussion points to cover

- NVA Learn is NVA's online university
- All courses are available to take by any employee
- You can access Learn from any computer using nva.learn.com (make sure you clarify whether you're ok with employees taking courses at home. As a general rule, HR is wary of this, so ask if you have questions)
- Discuss your hospital policy about taking courses, or any goals you've set for the staff

 I have set you all up with Learn accounts! (Applause, cheering....)

- You log in the first time with “welcome” as your password, and then you can change it to anything you like. If you ever forget your password, you can use the “forgot password” link on the login page. If that doesn't work, contact L&D!



The screenshot shows the NVA Learn login interface. At the top left is the NVA logo (National Veterinary Associates) and at the top right is the text "NVA Learn". Below this is a navigation bar with links: Home, FAQ/Help, Contact Us, and Login. The main content area is titled "Please Login" and contains a login form. The form has two input fields: "Username:" with the text "jtrueblood" and "Password:" with masked characters "••••••". To the right of the password field is a blue arrow pointing to it with the text "Username: first letter + last name" and "Password: welcome". Below the password field is an "Enter" button. At the bottom of the form is a link that says "Forgot password?". A blue arrow points to this link from the left with the text "To reset password".

This is your homepage view

Left side Links

NVA
National Veterinary Associates

NVA Learn

Home FAQ/Help Contact Us Logout

Hello, Jessica!

NVA Learn is your portal to all training related activities. Below you will find links to vital areas within the Learning Center. You can browse available courses, view upcoming classroom sessions, and learn about the latest news and events happening within Learning and Development. We hope you enjoy this enhanced learning experience!

Course Catalog ▶
My Learning Plans ▶
In-Class Enrollments ▶
Learning History ▶
Using NVA Learn ▶
My Team View ▶

Search
 Search for Courses, Classes, & ILT Sessions

☒ Search
☒ Search
☒ Search
 ILT Session Start Date

 ILT Session End Date

Online classes

Course Catalog
 Browse our Web-based Training course catalog.

Classroom Enrollments
 View and enroll in a classroom training session.

Recorded Webinars

Virtual Instructor-Led
 View recorded instructor-led webinars.

Coming Soon!

What's New?

Managing Invoices with Doclink
 Menu: CC
 APPROVED
 Web
 course!
 NVA
 Resources
 We recently released a quick tutorial on how to use Doclink for submitting invoices new course and is perfect for experienced and new users alike, since it includes all features and tabs.
 Check it out by clicking [Managing Invoices with Doclink](#).



Lets go over a few things on the homepage: *Page 2 of their handout*

- **Course catalog** can be accessed on the left side link or with the button at the center of the page.
- **My Learning Plans** will be coming soon – this will be where anything that I assign to you will be
- **Learning History** You can manage your own learning, This shows anything you have completed.

The screenshot displays the NVA Learn website interface. At the top, the NVA logo (National Veterinary Associates) and the 'NVA Learn' title are visible. A navigation bar includes links for Home, FAQ/Help, Contact Us, and Logout. On the left, a sidebar menu offers options like Course Catalog, My Learning Plans, In-Class Enrollments, Learning History, Using NVA Learn, and My Team View. Below this is a search bar with the placeholder text 'Enter course name or subject' and a 'Search' button. The main content area, titled 'Course Catalog', lists various courses under different categories. Each course entry includes a small icon, the course title, and a table with 'No. of Courses' and 'Approx. Total Duration'.

Course Catalog	No. of Courses	Approx. Total Duration
NVA AVImark Online		
AVImark Basics Courses	18	5 min@
NVA Client Service Skills		
Generating New Client Appointments	1	20 mins
Welcoming the New Client to Your Practice	1	25 mins
"It's the Little Things" Client Service Courses	3	20 min@
Bonding the New Client to Your Practice	1	20 mins
NVA Business Essentials		
Navigating NVA Financial Reports	1	30 mins
Marketing Orientation Video	1	10 mins
Managing Labor Costs	1	25 mins
Managing Invoices with DocLink	1	20 mins
Using WebPort	1	5 mins
NVA PAW Plan Courses		
Discussing PAW Plans	1	30 mins
Recommending PAW Plans	1	30 mins
Resolving Resistance to PAW Plans	1	30 mins
PAW Plans: Increasing Renewals	1	45 mins
PAW Plans: Enrolling in Avimark NEW!	1	30 mins
PAW Plans Failed Payments video	1	6 mins
NVA Quality Patient Care Courses		
Understanding Dental Health	1	20 mins
Communicating Dental Health to Clients	1	15 mins
NVA Hiring and Interviewing Courses		
Hiring the Best: Screening Candidates	1	25 mins
Hiring the Best: Interviewing Candidates	1	25 mins
Hiring Practices for Managers	1	75 mins
Advancing Medicine		
Regional Anesthesia in the Oral Cavity	7	1 min@
Sexual Harassment Prevention NEW!		
California Sexual Harassment and Bullying	1	2 hrs
Computer Skills		
Microsoft Sharepoint 2010	1	2 hrs
Microsoft Word 2010 Courses	3	3 hrs
Microsoft Excel 2007/2010 Courses	6	2 hrs
Microsoft PowerPoint 2010 Courses	2	2 hrs
Microsoft Outlook 2010 Courses	2	2 hrs
Microsoft Access 2010 NEW!	1	2 hrs
OSHA Compliance and Medical Safety		
OSHA Training Courses	22	20 mins@
Communication Skills		
Communication Basics	1	1 hr
Communicating as a Team	1	1 hr
Effective Presentation Courses	1	30 mins
Individual Development Skills		
Acting Effectively on a Team	1	1 hr
Time Management Courses		
Reaching Personal Goals	2	35 mins
Effective Meetings		
Running Effective Meetings	1	1 hr
Meetings That Get Results	1	30 mins
Managing Team Conflict		
Conflict Management Series	4	5 mins@
Functional Team Conflict	1	1 hr
Conflict Resolution	1	40 mins
Essential Management Skills		
Coaching and Mentoring Courses	5	30mins@
People Management Skills NEW!		
Absences in the Workplace	1	20 mins
Wage and Hour Basics	1	60 mins
Creating a Bully-Free Workplace	1	45 mins

- Courses have times indicated so you can plan your time better
- Looking for a course on a specific topic and don't see it? Let me (Hospital Manager) know and they can let L&D know. They have a large catalog of courses we can offer from

For more information, contact us! LD@nvanet.com or contact Chris Wright or Jessica Trueblood.