

# Conversation Matters

## VET TALK

Verbal communication makes up only 7% of our communication skills in life, the remainder is made up of nonverbal communication and tone of voice. So how do we master this skill in the clinic? How do we maximise our interactions to give us the best possible outcomes?

This online course will explore the different areas within the veterinary practice we can use and improve our communication. Every Monday night over the 7 weeks of this course you will join your fellow participants online for a live classroom session with Sandra. Online reading and homework buddies will help you to work through the content whilst you engage in your busy lives. Your power to communicate will make you the most effective veterinarian you can be.



## EDUCATION LEADER

**Dr Sandra Nguyen** *BVSc (HONS I) DIP. ACVIM (ONC) MANZCVS*

## LOCATION

Online 8pm weekly

## WORKSHOP OPTIONS

1. March 12th – April 23rd
2. May 8th – June 19th
3. July 24th – Sep 4th

## CONTACT

info@vetprac.com

## PRICE

\$650 + GST

## WORKSHOP SCHEDULE

- Week 1 Understanding the Client
- Week 2 Body Language
- Week 3 Informed decision making
- Week 4 Client Compliance
- Week 5 Bad news
- Week 6 Communicating within the health care team
- Week 7 Compassion fatigue

SMALL GROUP  
SESSIONS,  
ONLY 10 PER CLASS

FLIPPED  
CLASSROOM  
LEARNING

LIVE ONLINE  
CLASSROOMS

**BOOK NOW**

- 1.** 75% of orthopaedic surgeons believed they communicated satisfactorily to their patients, whereas 21% their patients reported satisfactory communication with their doctor.
- 2.** Good communication leads to better health outcomes for our patients via improved diagnosis, reduced medical errors, better compliance and excellent adherence. Satisfied clients lead to practice success, greater job satisfaction in the health care team, less work-related stress and reduced burnout.
- 3.** Clients that have been communicated with effectively are less likely to lodge formal complaints.

Register at  [www.regonline.com.au/vettalk2018](http://www.regonline.com.au/vettalk2018)

or call  0414581600 or email  [we.help@vetprac.com](mailto:we.help@vetprac.com)

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