

# VET TALK



## Because conversation matters

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 Tuesday 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 professional you can be.

**Tuesday 18th Aug – 29th Sep**

**Online on Tuesday evenings**

**Live online classroom. Small class size.  
Interactive and practical.**

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

**Dates** Tuesday 18th August – 29th September

**Contact** admin@vetprac.com  
0409 743 100

**Course fee** \$750 (inc GST)

**Premise** Online Tuesday nights 8pm

**Schedule** **Week 1 | Understanding the Client**

- Looking at how we can be intentional listeners, empathic listeners, listening with curiosity and more.

**Week 2 | Body Language**

- Enhance your observations of nonverbal behaviour and then diagnose whether the other person/ client is feeling safe. Changing your nonverbal communication can create a more effective space for successful communication.

**Week 3 | Informed decision making**

- Does the owner actually understand? Or do you just have a signature? Are you mindful of your role Guardian vs. collaborator?

**Week 4 | Improving Adherence**

- Learn the main tasks that lead to better client compliance. From investing to following up.

**Week 5 | Bad news**

- Clients can experience severe grief when they lose a pet, and sometimes we have a difficult time navigating this ourselves. The tools and techniques learnt here can help you manage the experience for the client, the team and yourself.

**Week 6 | Communicating within the health care team**

- To increase team satisfaction, reduce errors, improve patient outcomes and more. Gain practical tools to improve team communication and constructive conflict resolution.

**Week 7 | Compassion fatigue**

- As caregivers, we can easily give too much away and leave ourselves suffering. Learn ways to prevent compassion fatigue, in yourself and others in your team.

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