

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. May 7th – June 18th
2. July 23rd – September 3rd

CONTACT

support@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/vettalk2019

or call  0414581600 or email  support@vetprac.com

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PRACTICAL SKILLS FOR PRACTICAL VETS