This instructor-led course is designed specifically for veterinary students and professionals to develop effective communication strategies and improve client interactions.

Veterinary Healthcare COMMUNICATION VHC

KEY FEATURES

- **Interactive Modules:** Our engaging curriculum covers various aspects of communication in the veterinary healthcare setting. Topics range from handling difficult conversations with pet owners to effective client education techniques.

- **Real-World Scenarios:** Learn through realistic scenarios that simulate typical situations encountered in veterinary practices. Refine your communication skills in a safe environment before applying them in real life.

- **Role-Playing Exercises:** Develop confidence in your communication abilities with hands-on role-playing exercises. Practice different communication styles and receive valuable feedback from instructors.

- **Multimedia Resources:** Access a wealth of materials, including videos, case studies, and quizzes, to reinforce learning and retention of key communication concepts.

- **Customizable Training:** Tailor the curriculum to fit the specific needs of your veterinary practice. Choose modules that align with your team's communication goals and challenges.
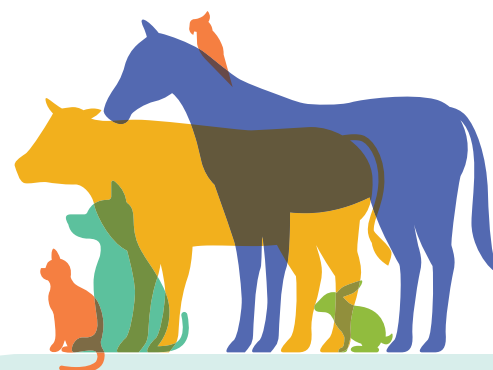
BENEFITS

- **Enhance Client Satisfaction**
  Improve client relationships and satisfaction by effectively communicating treatment plans, preventive care recommendations, and wellness information.

- **Strengthen Team Dynamics:**
  Foster better communication among team members, leading to a more cohesive and efficient practice environment.

- **Increase Compliance:**
  Equip your staff with the skills to clearly communicate instructions and expectations to pet owners, resulting in higher compliance rates with treatment plans.

ACCELERATE STUDENT LEARNING

The Veterinary Healthcare Communication curriculum is led by trained veterinary educators and features interactive lessons covering various aspects of communication in the veterinary health-care setting. Learners are immersed in real-world scenarios and role-playing exercises.

Invest in Your Team's Success and Elevate Your Practice Today!

tamucet.org/curriculum/vhc

MODULES INCLUDED

- Building Teams that Work
- Getting the Story
- Roles and Choices
- Euthanasia
- Just Give 2 BID: Enhancing Adherence
- It Goes Without Saying: Nonverbal Communication
- Eye of the Beholder: Difficult Interactions between Veterinarians and Clients
- Elephant in the Room: Money in the Veterinarian Client Relationship
- Strangers in Crisis: Partners in Care
- Are We Good Here?: Speaking of Ethics
- Breaking the Silence: Disclosing Medical Errors
- Easy for You to Say: Communication Within the Healthcare Team
- Building TRUST
- Compassion Fatigue: Caring until it hurts
- Clear the Air: Tools for Managing Team Conflict and Enhancing Team Collaboration
- The Power of Feedback

Concentric Circles Exercise

1. Form concentric circles A&B
2. Pair up – respond briefly to question
3. Move as directed
4. Pair up – respond to question
5. Repeat

An Unforgettable Error

Behind the Scenes: Clients and Patient

- Mr. John and Lily Smith are an elderly middle income couple with a couple of aging horses.
- They brought in their foal, Trigger now hospitalized for 4 days for failure of passive transfer and subsequent pneumonia.
- This was the last foal of their stallion lost to colic last fall. Trigger was going to be for their grand children to ride. They are very attached to their animals and quite concerned.

AUDIENCE AND DELIVERY

Designed for faculty who have completed the week-long train-the-trainer faculty development course. The teaching and learning format of the course is highly interactive and includes small group learning, case-based training, and simulated client scenarios that allow for immediate application. Participants take away enhanced skill development in three areas: 1) teaching and facilitation, 2) client and team communication, and; 3) coaching and feedback.

Each faculty participant leaves the training using VHC lessons. Instructors download the curriculum and distribute it to learners according to their preferences.

The CENTER for EDUCATIONAL TECHNOLOGIES

For more information connect with us at CET@cvm.tamu.edu