

# The Edmonton Association of Small Animal Veterinarians

is pleased to present an in-person seminar for the entire veterinary team...

## Communication: The Language of Success

with Jayne Takahashi, DVM, MBA

**Date:** Sunday, September 25, 2022

**Time:** 9 am - 4 pm; registration at 8:15 am

**Location:** South Learning Centre, NAIT Main Campus

*Breakfast & lunch included!*

### Topics:

**We need to talk:** Successful communication skills give you the ability to positively affect every interaction in your day - personally & professionally. In veterinary practice, your communication determines the information on which to base patient care & is often the reason why clients & employees are happy or unhappy with the practice. Four core communication skills will be reviewed & applied to scenarios commonly encountered in practice for every position on the team.

**Why don't we see eye to eye?** This entertaining, interactive session highlights the various ways we perceive & interpret differently from each other & why "everyone does not think just like me." This diversity within your team can have its challenges however, diversity is a powerful driver of innovation, best practices & progressive teams if the differences are acknowledged & appreciated.

**Bark! Meow!** Conflict & challenging or uncomfortable conversations arise in every business - with clients & with colleagues. While there is not a single solution to all situations, we will discuss basic communication skills to work through emotional conversations, financial discussions & the compassionate delivery of difficult news.

**You are the client!** In this session, we will look at commonly encountered communication scenarios from a client's perspective. Every team member contributes to the client's experience & we will examine the communication opportunities at every point of contact as we move through a hospital visit as a client.

*This seminar will be recorded & available for streaming at a later date.*

Seminar Fees:	In-person (6 hrs)	Virtually/3-hr recorded session
<b>EASAV/CAVM Members:</b>	\$105	\$26.25
<b>Non-member vets:</b>	\$175	\$65.10
<b>Support Staff:</b>	\$115	\$32.00

*AbVMA, SVMA & CVBC--approved for 3 CE credits*

**EASAV Address:** Box 31029, Namao Centre NW, Edmonton, AB T5Z 3P3

**Communication Registration Information:** To register, go to [www.easav.ca](http://www.easav.ca), email registration details to [info@easav.ca](mailto:info@easav.ca), leave a voice mail at (780)970-3728 or fax this completed [registration form](#) to (780)757-7865. Please contact us as soon as possible if you need to cancel a registration.

**Registration confirmations will be sent by email as they are received. Webinar links will be sent 1-2 days prior to the event.**

Clinic: \_\_\_\_\_ Clinic Phone: \_\_\_\_\_ Circle each attendee's role

Name: \_\_\_\_\_ EASAV/CAVM Other Vet Support Email: \_\_\_\_\_

Name: \_\_\_\_\_ EASAV/CAVM Other Vet Support Email: \_\_\_\_\_

Name: \_\_\_\_\_ EASAV/CAVM Other Vet Support Email: \_\_\_\_\_



### About Jayne Takahashi:

Jayne loves all things communication! Her diverse career has enabled her to observe hundreds of scenarios and to learn professional communication skills in a variety of veterinary related settings - as a companion animal veterinarian, pet nutrition educator, national marketing manager, Vice President of Communications for a network of veterinary practices and as a volunteer communication coach for veterinary students. Currently, Jayne is thrilled to coach veterinary teams & speak at conferences nationally, in order to support improved team dynamics, effective interpersonal conversations and successful "people skills".

**Registration Deadline:**  
**Friday, September 16, 2022**

**Thank you to our sponsors!**



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**Cancellation Policy:** Those who register & fail to attend or cancel without 7 days prior notice may be charged a fee of \$53 to offset the cost of food ordered. Fees are waived in light of unforeseen circumstances, illness, etc. Contact us asap at [info@easav.ca](mailto:info@easav.ca) in such situations.