

Well Said... the Art of Communication

RECORDING OF DEC 6/20 SESSION
EXPIRES JAN 15, 2021

DAY 1 OF 2



Speaker:

Dr. Jayne Takahashi DVM, MBA

Which Animal Are You?

In this fun and interactive session, you will discover your own behaviour style preferences and you will learn how to identify the style preferences of others. We will apply this information, using a practical framework, to help shape successful conversations with clients and colleagues. Which animal are you? We will find out during this webinar!

What Do I Say?

Success in veterinary medicine involves carefully addressing the medical needs of the pet as well as the deep concerns of the pet owner. In doing so, we encounter challenging situations and conversations. We will apply basic communication skills and approaches to successfully work through emotional conversations, financial discussions, and the compassionate delivery of difficult news.

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RECORDED SESSION

Login to our website to register & pay (scroll down to Jan 15/21).

A link to the recording and quiz will be emailed to you. You must get 80% or higher on the quiz to pass and get the CE credits.

Quiz results will be auto emailed to us and your CE certificate will be emailed if you passed.

Recording Expires: Jan 15/21

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