



Debbie Boone—2 Manage Vets Consulting

www.dboone2managevets.com



Conflict & Communication Training

COVID 19 has presented veterinary hospitals with many challenges, forcing rapid adjustment to new workflows and protocols. One of the most unexpected side effects of our new way of business has been the increasing difficulty of clients. This universal phenomena has left veterinary teams feeling frustrated, angry and often in tears. What is going on?

Communication expert and consultant **Debbie Boone, BS, CVPM** is joining the your group to share some communication insights along with tips and tools to help calm the most difficult client ...and to even help shine some light on why everyone is feeling out of sync. Join Debbie on her virtual platform and learn how solid communication strategies can help “calm the savage client”. The sessions are listed below . These are live classes with time allocated for questions by the students. Sessions are recorded in case team members are unavailable during the scheduled times. Staff will have access to Debbie by email to ask questions during and between the series. Come join us and learn some of the secrets to human behavior and dealing with difficult people.

Session 1 Basics of Human Communication:

This webinar will instruct the team on the 3 basic ways humans communicate with each other. It will share the DISC Personality model and allow everyone to take a simple personality profile test. Communication styles will be addressed. Students will learn tips on evaluating emotions beyond happy or angry and learn why this is important.

Session 2 Managing Conflict : Evaluating Team Human Communication Skills to Reduce Stress and Burnout

Staff members will be asked to share stories of client encounters and break down where communication failed or succeeded. In this session we explore how our brain is creating stories, what we can do to overcome our false assumptions and how to gain emotional intelligence. Coping strategies will be shared along with insights into how our brain is sabotaging our happiness. We will explore how to give negative feedback to our peers and even our clients and superiors.

Session 3 Dealing With Crazy : Advanced Communication Tools and How to Put it All Together

Team members will be asked to share success stories or challenges from the past weeks. A deeper dive into brain science and emotional intelligence will be shared. We will discuss mindfulness and how to apply it in in our daily life. Learners will understand how to diagnose their own emotions and those of others. We will learn how to deal with very reactive people and deescalate situations.

Debbie Boone, BS, CVPM, Fear FreeSM Certified, has worked for the veterinary profession for more than 35 years. Debbie is considered an expert in team communication, creating positive practice culture, and developing superior client service. Major animal health organizations, including AVMA, WVC, NAVC, AAHA, Patterson and more, consistently seek Debbie out for her skills as a trainer and speaker. She has been published in numerous veterinary publications and currently serves as a member of the Vet-Partners Board of Directors, the Fear Free Advisory Board and Speakers Bureau.

She is currently launching a new vodcast called **The Bend** which invites guests to share their stories of triumph over adversity.