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Developing  
Communication Skills  
for Veterinary Practice  
JAMES B. SHAW JASON B. COE  
COMMUNICATION  
STRATEGIES

# Speaking Up With Skill

A **dedicated 2-day workshop** tailored for Registered Veterinary Technologists (RVTs) who want to strengthen their communication foundation and confidently apply those skills in practice. This immersive experience blends core dialogue training with real-world application; informed consent, cost conversations, giving and receiving feedback and negotiating employment contracts and performance reviews.

## Building Core Dialogue Skills & Applying Them Where It Matters Most

### DAY ONE

#### Core Dialogue Skills

The groundwork for confident, effective communication.

- Develop core communication skills that build trust and connection
- Strengthen empathy statements and active listening techniques
- Learn how to clarify, confirm and gain perspective with clients and colleagues
- Explore strategies to stay grounded when conversations get emotional or complex



HOT LUNCH DAILY



SNACKS AND COFFEE INCLUDED



INTERACTIVE WORKSHOP



LIMITED 20 PARTICIPANTS



INVESTMENT: \$ INCLUDES GST

### DAY TWO

#### Applied Conversations in Practice

Put your skills into action where RVTs need them most.

- Apply dialogue skills to informed consent & money conversations with clients
- Strengthen your ability to give feedback and feed-forward to colleagues and teams
- Build strategies for negotiating contracts and navigating performance reviews



**BROWSE EVENT DATES  
ON OUR WEBSITE!**



*Learn more!*



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