



THE COLLEGE OF
VETERINARIANS OF ONTARIO

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Communications Workshops

“Communication and the Complex Client”

These case-based, practical workshops focus on complaints prevention and were developed with input from CVO members and experts in the communications field. After attending the workshop, participants will be able to:

- **Describe breakdowns in communication as seen in complaints to the CVO;**
- **Recognize ‘Complex Clients’ and their effects on veterinarians and staff;**
- **Develop strategies to prevent and respond to breakdowns in communication with the complex client; and**
- **Apply a communication tool to real-life complaints cases.**

Workshops are offered in different cities across Ontario throughout the year. Invitations are mailed to veterinarians four to six weeks in advance to notify them of a session in their area. Enrollment is limited for this workshop. Clinics are restricted to sending one veterinarian and one staff person each; **staff may not attend unless the veterinarian also attends.**

If you would like more information, or to find out when and where the next workshop will be held, please go to “[Events Calendar](#)” on the CVO Homepage or contact Ms. Beth Ready at extension 2224 or by email bready@cvo.org.