



The College of
Veterinarians of Ontario

The CVO is pleased to present a new Workshop for Members:

COMMUNICATION and the COMPLEX CLIENT



This case-based, practical workshop was developed with input from CVO members and experts in the Communications field. With a focus on **complaints prevention**, the objectives are 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
- Apply a communication tool (SHERPA) to real-life complaints cases

And, during an optional session that continues at 8:30 p.m.,

- Prepare to share the SHERPA tool with your staff at a lunch-and-learn

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| Date: | Tuesday, November 16, 2010 |
| Time: | 6:00 - 8:30 p.m. (a light supper will be served) |
| Location: | Hilton Garden Inn Toronto/Oakville 2774 South Sheridan Way – Oakville – 905-929-1145 |
| Facilitator: | Susan Sabatini, DVM |

***Registration is limited to 25 people — 1 veterinarian per clinic,
plus 1 other staff person (if the veterinarian is in attendance)***

If you register but cannot attend, PLEASE notify the CVO right away so we can offer your seat to the next person on the wait list.

To register for this **FREE** session, contact Beth Ready at
bready@cvo.org or 1-800-424-2856 x 2224