



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

<b>Date:</b>	<b>Thursday, April 8, 2010</b>
<b>Time:</b>	<b>6:00 - 8:30 p.m. (a light supper will be served)</b>
<b>Location:</b>	<b>Best Western Primrose Hotel 111 Carlton St. – Toronto – 416-977-8000</b>
<b>Facilitator:</b>	<b>Lara Sylvester, MSc., DVM</b>

***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](mailto:bready@cvo.org) or 1-800-424-2856 x 2224