



Connecting with Clients: Practical Communication for 10 Common Situations, Second Edition

Dana Durrance, Laurel Lagoni

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Communication is the cornerstone of any healthy relationship, including those you build with your veterinary clients. But do you and your staff really know how to communicate well in difficult situations?

The second edition of *Connecting with Clients: Practical Communication for 10 Common Situations* gives every member of the veterinary team insightful, easy-to-understand information about what to say and what to do in a variety of challenging client-relations situations.

Authors Dana Durrance, MA, and Laurel Lagoni, MS, provide a situation summary and assessment for each of the ten circumstances covered, as well as role play exercise ideas. Designed to be used as both a quick reference guide and team training tool, this indispensable book includes: an interactive online video component; an overview of communications skills; a glossary of communication terms; advice for developing your own protocols; an additional resources section; a role-play feedback form.

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