

2015 PHP Exercise Questions for Videos

Discussion Guide

The video you are about to watch is one of several instructional videos from Partners for Healthy Pets.

This is a discussion guide for veterinary practice teams to use with the video on "Giving Clients What They Want."

Exercise 3: Giving Clients What They Want

Instructions:

Watch the video with your team. Pay particular attention to the following:

- The question the receptionist asked the client to see if she is interested in more information.
- The different ways the receptionist made it easier for the client to bring her cat in.

On your own, or working with others, answer the following questions:

1a. How do you think the client felt when the receptionist asked her if she'd like some information on ways to make the ride and the visit less stressful for Izzy? (Answer below)

1a. Identify at least three things the receptionist mentioned to make the ride and the visit easier. What did she want the client to pick up ahead of time? (List below)

1b. Identify 2 – 3 ideas you could borrow or adapt from this video to have better conversations with your own clients? (List below)

Resources: For more training videos and materials for veterinary teams at no charge. Go to:
<http://www.partnersforhealthypets.org/communications.aspx>

Partners for Healthy Pets www.partnersforhealthypets.org

