

# 2015 PHP Exercise Questions for Videos

## Discussion Guide

*The videos you are about to watch are from several instructional videos from Partners for Healthy Pets. This is a discussion guide for veterinary practice teams to use with the short exercises on flea control, heartworm prevention, and answering a client's medical question.*

### **Exercises 5 - 6 - 7: Words Matter**

#### Overview

*There are three very short video clips in this section. Each set of video clips focuses on a different subject: Flea control; heartworm prevention, and answering a client's medical question when the doctor isn't present. Watch and discuss all three sets at once, or pick the one that most interests you as time will allow. Questions follow to use with each of the video sets.*

***Discussion Guide work sheets for each of the videos in this section follow --***

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## Exercise 5: Flea Control

### *Instructions:*

- Watch the two short video clips of a veterinarian having a conversation about flea control with a client. One video clip shows an ineffective way to talk to clients; the other a more effective way to talk to clients.
- Pay particular attention to the things you think were good and to the things you think could be said better or improved in each of the clips.

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

**5a.** Make a list of the good things and the bad things you noticed from the ineffective video. (List below)

Good

Bad

**5b.** Make a list of the good things and the bad things you notice from the effective video. (List below)

Good

Bad

**5c.** Identify 2 -3 ways you could use the ideas you identified above 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>

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## Exercise 6: Heartworm Prevention

### *Instructions:*

- Watch the two short video clips of a veterinarian having a conversation about heartworm prevention with a client. One video clip shows an ineffective way to talk to clients; the other a more effective way to talk to clients.
- Pay particular attention to what the veterinarian says in each video and how the client's reactions are different, depending on how things are explained to him.

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

**5a.** Make a list of the good things and the bad things you noticed from the ineffective video. (List below)

Good

Bad

**5b.** Make a list of the good things and the bad things you notice from the effective video. (List below)

Good

Bad

**5c.** How did the veterinarian use questions and good listening in the effective video to avoid making the client feel defensive: (List below)

**5d.** Identify 2 -3 ways you could use these ideas to have better conversations with your own clients. (List below)

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# 2015 PHP Exercise Questions for Videos

## Exercise 7: Responding to a Client's Medical Question

*Instructions:*

- Watch the two short video clips of a receptionist responding to a question the client asks about his pet's medicine. One video clip shows an ineffective way to talk to clients; the other a more effective way.
- Pay particular attention to the things you think were good and to the things you think could be said better or improved in each of the clips.

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

**7a.** Make a list of the good things and the bad things you noticed from the ineffective video. (List below)

Good

Bad

**7b.** Make a list of the good things and the bad things you notice from the effective video. (List below)

Good

Bad

**7c.** Identify 2-3 ways you could use the ideas you identified above to better answer medical questions when clients ask these types of questions. (List below)

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