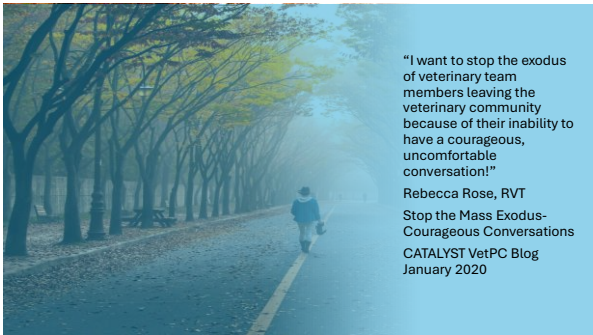


De-Escalate to Communicate; Effective Communications



Rebecca Rose, RVT
Certified Career Coach

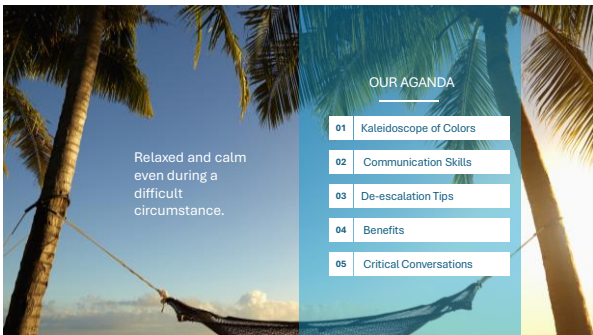
1



"I want to stop the exodus of veterinary team members leaving the veterinary community because of their inability to have a courageous, uncomfortable conversation!"

Rebecca Rose, RVT
Stop the Mass Exodus-
Courageous Conversations
CATALYST VetPC Blog
January 2020

2



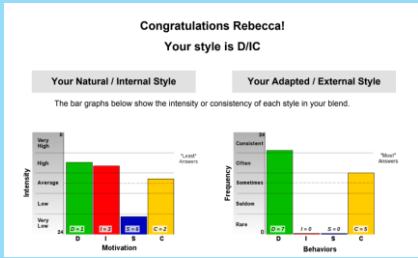
OUR AGENDA

01	Kaleidoscope of Colors
02	Communication Skills
03	De-escalation Tips
04	Benefits
05	Critical Conversations

Relaxed and calm even during a difficult circumstance.

3

Reminder, please complete your DiSC Assessment
Thank you



4



Communication is a key to ALL
successful relationships,
personally and professionally.

@RebeccaRoseRVT

5



Kaleidoscope of
Colors

6

Personal Preferences

- Caffeinated coffee
- Decaffeinated coffee/tea
- RedBull/Soda
- Water/other



7

Relaxing-relievers

- Day at the spa
- Read a book
- Exercise
- Social events



8

Personal Preferences

- Embrace the differences
- Acknowledge common values
- Strive to understand and support



9



Receiving Feedback?

- Sugar-coated
- Direct, to the point
- I avoid feedback

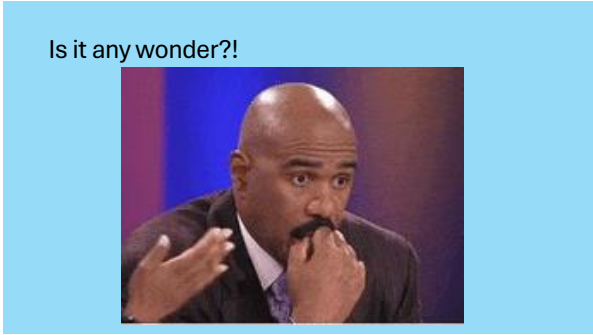
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When speaking with a supervisor/boss I prefer:

- Meeting at the veterinary clinic
- Gathering at a coffee shop
- Over lunch
- I avoid meeting with my supervisor/boss

11



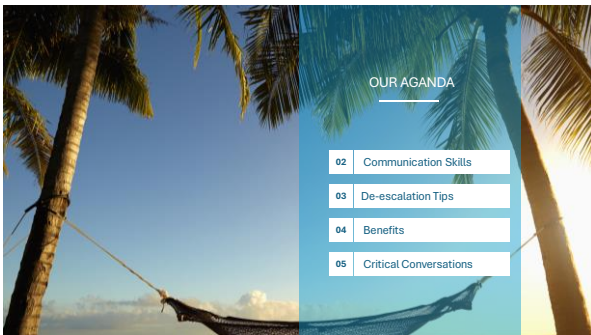
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13



14



15



16

Good Communicators

- Great listeners
- Empathetic
- Embrace conflict and resolution (don't cause it, but recognize the inevitability and need)
- Appropriate body language



17

Body Language 101



18

Communication Styles

Passive – inability to speak up for oneself, lose/lose scenario

Aggressive – overbearing, win/lose scenario

Passive/Aggressive – avoidance of direct conversation

Assertive – respectful, direct, "I" statements, win/win scenario



19



20



Communication Skills

- Active Listening
- Friendliness
- Open mindedness
- Giving and Receiving Feedback
- Confidence
- Non-verbal

21

What part of a conversation are you in control of?

- Active Listening
- Interrupting the other person
- Speaking with your mouth full
- Your response
- The other person's ability to hear what you are saying, their response, their interaction



22

DiSC Explained

Dominant – Get it DONE Internal Style

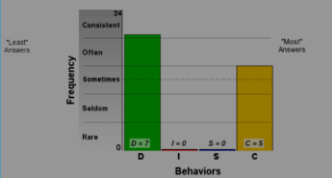
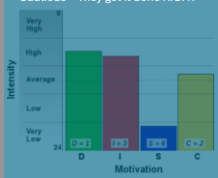
Influence – Keep it Lively

Steady – Keep the Peace

Cautious – They get it done RIGHT

Your style is D/IC

Your Adapted / External Style



23

DiSC Score?

Your Natural / Internal Style

Most Preferred

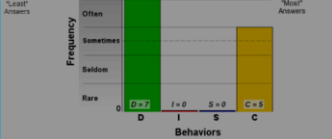
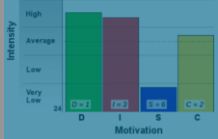
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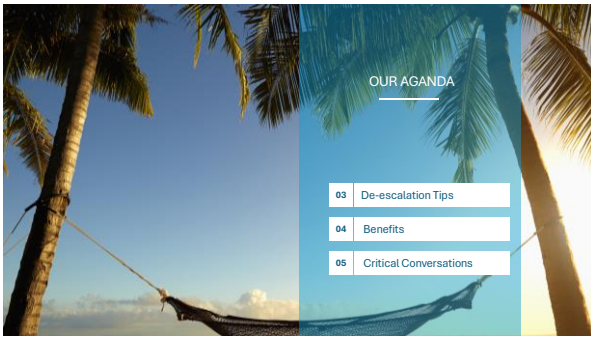
Least Preferred

Your style is D/IC

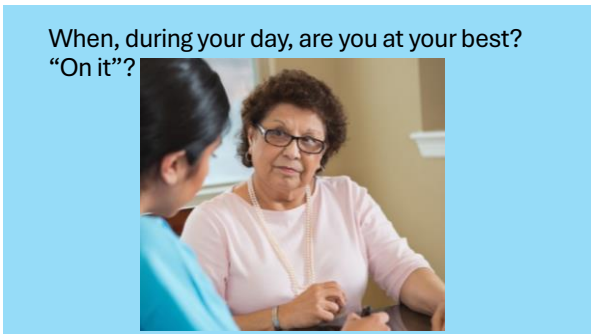
Your Adapted / External Style



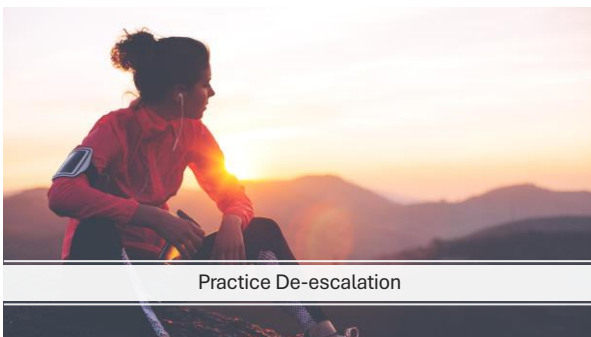
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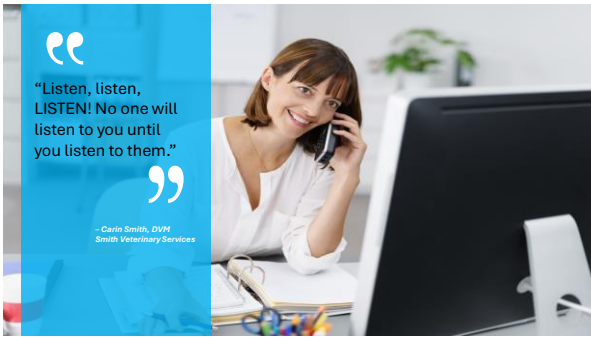
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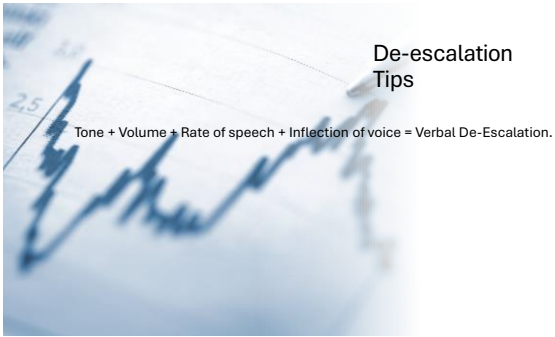
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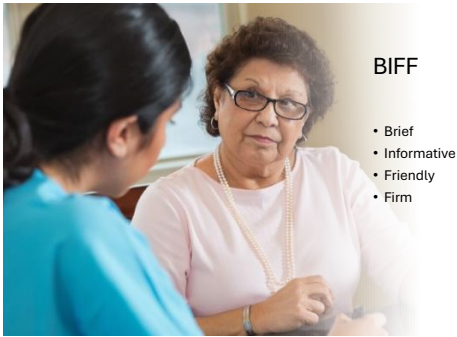
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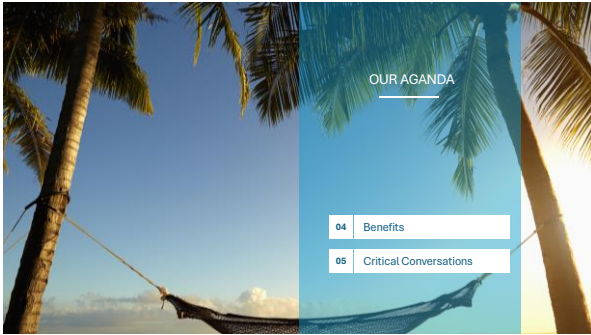
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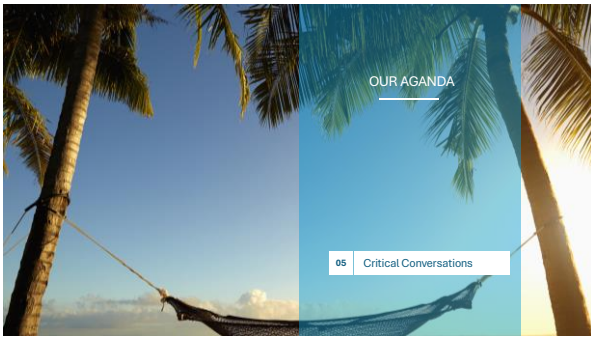
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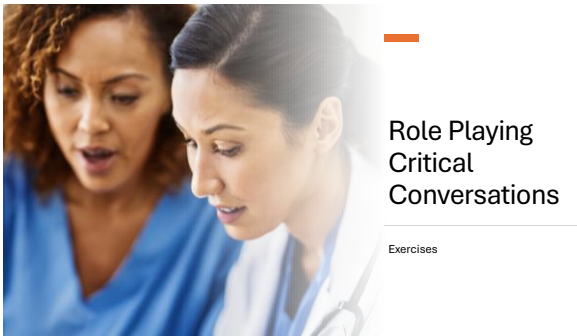
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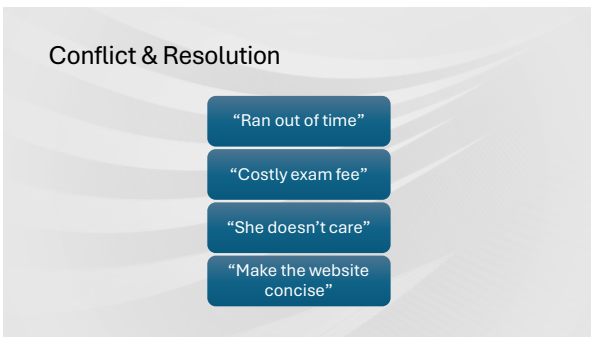
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35



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Debrief

What went well?
Even better yet?
What else?

37

Tools in your toolbox to be assertive, professional, relaxed and calm even during a difficult circumstance.

OUR AGENDA

01	Kaleidoscope of Colors
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Well Done!

- Completed Five of Nine Modules
- Thank you for answering the questions, diving deeper into DiSC, and completing the FREE DiSC Assessment.
- Upon completion of the module, its exercises, and 5-question quiz, you will advance to the next module.



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Thank you!
Rebecca Rose, RVT



RebeccaRoseRVT@gmail.com
Veterinary Teams Living Well



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