

Student Name:

Case:

Date:

YVC Veterinary Technology Communication Process Skills Guide

INITIATING THE VISIT

COMMENTS

Preparation: Initial Connection <ul style="list-style-type: none"> ● INTRODUCE - yourself and your role ● SET AN AGENDA – what is next 	
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WHY ARE YOU HERE / BUILDING RAPPOR T

COMMENTS

GATHERING INFORMATION <ul style="list-style-type: none"> ● QUESTIONS – Open ended ● LISTEN – Reflective/Attentive ● EMPATHY – Build rapport ● NON-VERBAL LANGUAGE – Cues ● SIGNPOSTING ● SUMMARIZATION 	
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CLOSING STEPS

COMMENTS

<ul style="list-style-type: none"> ● CHECK IN and SUMMARIZE ● FINAL CHECK & Safety net 	
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*Veterinary Technician Guide authored by Nicole Papageorgiou, B.A., LVT, CTE Instructor YVC
Adapted from Kurtz S., Silverman J., and Draper J., Teaching and Learning Communications Skills in Medicine, 2nd ED.*

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