**2.02 – Effective Communication**

**The Communication Process**

1. Five essential components
	1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- person trying to relay an idea
	2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- the idea
	3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- person intended to understand the message
	4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- route of communication (verbal, non-verbal, and written)
	5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- receiver returns message
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication
	1. Spoken words between two or more people
	2. Most common
	3. Important to be able to speak well to other people
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication
	1. Interaction between people without the use of spoken words
	2. Body language- mannerisms and gestures that tells how a person feels
	3. Positive body language will assist in dealing with upset clients
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication
	1. Used for progress records, writing letters, memos, emailing or texting someone
	2. Must be clear, accurate, and understandable
	3. Keep a notepad and pencil next to the telephone to record accurate messages
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication
	1. Many animal hospitals today use alert systems to send out reminders via email, text messages, or utilize social media
	2. This form of communication utilizes written communication through non-traditional means
	3. Veterinary Assistants should treat this form of communication as written and each message should be cognizant of limitations to avoid complications

**Appropriate Communication Skills**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- putting someone else’s needs and concerns before your own. All people should be treated with respect and professionalism
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- exemplifies being helpful, understanding, and working in a friendly manner. Treat others as you would like to be treated
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- trait that demonstrates calm demeanor in all situations without any negative complaints
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- doing and saying the appropriate things at the correct time
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- sharing feelings with each other in a time of sadness
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- being able to understand another’s feelings at a particular time

**Interacting with People**

1. Speaking
	1. Speech communication requires \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and experience
	2. Conversations from people may have no focus on the task at hand and will have to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	3. Remember that each person is different so treat each person as an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Listening
	1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in veterinary field
	2. Train to focus on what is being said
	3. Hear what is being said and think about the words to clearly understand the main point
3. Observation
	1. Used to pay attention to a person’s body language and speech

**Grief and Communication Terminology**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- an emotion that people feel after they have lost a pet or loved one. The close emotion is known as the human animal bond
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- process of humanely ending an animal’s life
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- used to describe what is considered acceptable by people in regards to an animal’s mental, physical, and emotional well-being
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- emotion of sudden death of a pet
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- person may not accept the pet’s death
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- allows the person an attempt to resolve the pet’s problem by any means possible
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- owner understands and accepts that the pet has passed away
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- natural emotion in the event of the trauma
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- emotion that leads to sadness over the loss of the pet
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- state of sadness where a person becomes so sad they can’t handle the normal functions of daily life
11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- stage when a person feels he or she should be able to do something to save the pet