Veterinary Science
Preparatory Training for the Veterinary Assistant
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Employee Communications

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Objectives

- Describe work related conflicts between employees
- Identify behavior to help prevent loss of performance
- Discuss positive effects of verbal and non-verbal communications
- Discuss negative effects of verbal and non-verbal communications
Positive Effects

- Be on the team
  - Interact in a positive manner
  - Focus on primary objectives
  - Give close attention to details
  - Share authority
  - Assume responsibilities
  - Effectively communicate
  - Delegate duties
- Maintain verbal and non-verbal communications in agreement
Negative Effects

- Not on the team
- Contradict verbal and non-verbal communications
Promote Team Cohesion

- Modify or change personal attitude and behavior to accommodate diversities of staff
  - Culture
  - Age
  - Sex
  - Experience
  - Titles
  - Term