

Handbook of Veterinary Communication Skills

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This is the first definitive textbook on veterinary communication, written specifically for students and veterinary professionals by a group of international experts. Communication is a core clinical skill, and is now taught as a compulsory part of most veterinary degree courses. Good communication is crucial to the veterinarian-client-patient relationship, to patient health and ultimately to the success of any veterinary business.

The book covers all the key areas of communication including: the basic framework for the veterinary consultation; professional, ethical and legal aspects; communication with clients and colleagues; and coping with end-of-life and other difficult situations. It combines the most up-to-date research with a wealth of practical information, such as:

- Real-life case studies to help you apply your learning to real scenarios
- Simple step-by-step guidelines showing you how to deal with specific situations
- Examples of written resources you can use in practice

This valuable textbook has been written and edited by a carefully chosen group of specialists, comprising veterinary communication lecturers, veterinary practitioners, training managers and counsellors.

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Editorial Review

Review
"Packed with useful information about the way that communication has evolved and how to handle different situations, this recently published handbook should be a graduation present to all new vets entering the difficult world of practice." (*Vets Today*, November 2010)

"*Handbook of Veterinary Communication Skills* covers all key areas of communication and surveys everything from ethics and legal spects to handling clients, colleagues, and difficult treatment options alike. Real-life case studies accompany step-by-step guidelines showing how to handle specific situations, and examples of written resources that can be used in practice. Any library catering to veterinary students must have this!" (*Midwest Book Review*, September 2010)

From the Back Cover
"The authors have done a superb job of describing communication skills and the major issues in the profession...using a skills-based approach."
—**Cindy L. Adams**, Veterinary Medicine, University of Calgary, Canada

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About the Author
Carol Gray is a Lecturer in Veterinary Communication Skills at the University of Liverpool, and has been instrumental in the introduction of communication skills training to UK veterinary undergraduates. She is also a Fellow of the Higher Education Academy, a Registered Practitioner with the HE Academy, UK, and is a member of the LIVE team (RVC Centre for Excellence in Veterinary Education).

Jenny Moffett is Director of Communications at Ross University of Veterinary Medicine, St. Kitts. She is a past editor of the Irish Veterinary Journal and a freelance veterinary journalist. She holds a veterinary degree from the Royal Veterinary College, London, a Master's in Science Communication from Dublin City

University and a Diploma in Marketing Communications from the Communications & Management Institute, Dublin.

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