

Take this quiz and worksheet to see how well you understand some principles of effective communication with clients. You can take the quiz at any point before, during or after you view the lesson.

### !!!About This Quiz & Worksheet

Even though veterinarians primarily deal with pets as their patients, it's still important to understand how to communicate effectively with the pets' owners. When you take this quiz, you'll get a chance to review some communication tactics.

### !!!Quiz & Worksheet Goals

Take this quiz to test yourself on:

- \*What words sound unprofessional
- \*The first step to good communication
- \*How to properly react to bad news
- \*The best way to communicate medical problems

### !!!Skills Practiced

These review materials will help you practice:

- \*\_\_Knowledge application\_\_ - use your knowledge to answer questions about verbal skills
- \*\_\_Reading comprehension\_\_ - ensure that you draw the most important information from the related lesson discussion on communicating diagnoses
- \*\_\_Interpreting information\_\_ - verify that you can read information regarding feedback and interpret it correctly

### !!!Additional Learning

The video lesson titled Listening & Verbal Skills with Veterinary Clientele goes into more detail about some tactics veterinarians and their staff can use when communicating with clients and potential clients. That lesson will help you:

- \*Learn how to listen well
- \*Eliminate unprofessional words from your vocabulary
- \*Train yourself to react well to sad news
- \*Study how to best tell someone a medical diagnoses