

## *Pregame Template*

Successful client conversations require preparation on your end. Before the conversation begins, ask yourself questions that help you see things from the client's point of view. Take a moment to reflect on any assumptions you may have about your clients.

### **See Your Client's Point of View**

To get a clear understanding of how a client might feel in this situation, ask yourself the following questions:

- What would I want to know if this was my pet?

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- What does the client need to understand about this exam/procedure/medication that will help them to see its value?

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- What level of service do I expect when I go to an appointment? What information would help me to be more understanding if my appointment did not start on time?

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### **Reflect On Your Assumptions**

Negative views and assumptions are often the barriers to providing the best service to clients and their pets. Use the table below to reflect on your thoughts and assumptions about your clients.

How can they be reframed to be more understanding or compassionate towards clients?

Negative Client Assumptions	Reframed Assumptions
<i>Our afternoon clients never show up on time.</i>	<i>I know some of our afternoon clients show up late, but it's difficult to get to our office during rush hour.</i>