

Surviving the Conversations You'd Rather Skip: Money, Anger, Death

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1. What is your job?
2. Tonight's Plan
 - Reflective listening
 - Conversations about money
 - Conversations with an angry person
 - Conversations about refused euthanasia or unexpected death
 - Stress and self-care
3. Getting through Challenging Conversations
4. Communication
5. General advice on challenging communication
6. Reflective Listening
7. Reflective Listening: Batting Practice Exercise
8. When client communication challenges you
9. What phrases, techniques do you use to help you encourage client cooperation?
10. Money
 - Client can't pay
 - Client won't pay
11. Poll: Which do you find harder?
12. What to say if they can't afford it
13. What to say when the client protests paying
14. Anger—General advice
 - What is making this person angry
 - Listen—they want to be heard
 - Observe & ask
 - Keep your cool --don't take it personally
 - Avoid power/control struggles; offer options
 - Validate their feelings
 - Apologize
 - Attempt to help client
 - Have emergency protocol/plan for safety
15. What to do with the angry person—Specific advice
16. "Vent, Fog, Sort" technique
17. Difficult conversations about death
 - Client refuses euthanasia
 - Pet dies unexpectedly, especially if something went wrong
18. What to do re: No Euthanasia

19. How do you handle unexpected pet loss especially if something went wrong?
20. "The Conversation": What to say-Part 1
21. "The Conversation": What to say-Part 2
22. After "The Conversation":
Open Ended Questions
23. Worst & best pet loss conversations exercise
24. When the stress of veterinary life is making you sick
25. Stress in animal health & welfare work
26. End of life/disaster work
27. Practice Stressors, JAVMA, 2018
 - Financial insecurity
 - Client issues
 - Co-worker/interpersonal issues
 - Work/Life balance
28. What people in support groups say stresses them the most. Do you agree?
29. Structural issues in practice
 - Lack of control
 - Martyrdom rewarded
 - No comprehensive vision
 - Disruptive behavior not stopped
 - Chronic problems not addressed
30. Signs you are a perfectionist
31. Distress takes a toll on your body
32. Red Shoe Syndrome
 - Hans Christian Andersen tale
 - "The shoes never get tired."
 - The solution is _____
33. Managing your stress
34. Self-Care
35. Develop a ritual for leaving work
36. The Power of Nature:
Shinrin-yoku=Forest Bathing
37. Long term solutions
38. More long term solutions
39. Find source of strength, relaxation
40. Trouble Sleeping part 1
41. Trouble Sleeping part 2
42. Bliss List
43. Every moment is a chance to start over.
44. Questions?

45. Susan P. Cohen, DSW

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46. Quote from Charles Schultz

Bliss List 2023

What makes you happy? Some of us never think about that question, and others know the answers but never do the things that lighten their mood, give them energy, or calm their frazzled nerves. This list is designed to help you remember what you love to do so you can have more of it.

As you fill this out, be as specific as you can, e.g., “reading steam punk novels”, “browsing antique shops for odd pieces of silverware, like fish servers.” Then put the Bliss List on your refrigerator to remind yourself to make time for your favorite things. Put photos of your favorite activities, places, and loved ones on your phone to prompt you to make room for them in your life. Enjoy!

SPC

1. Spend time in nature
2. Watch movies/TV (what kind)
3. Ice cream (favorite flavor)
4. Get together with friends/family
5. Get a massage
6. Cook _____ for myself or for someone else.
7. Browse at a garage/yard sale
8. Phone/e-conversation with a far-away friend
9. Read _____
10. Play my favorite sport _____
11. Listen to my favorite music _____
12. A bubble bath
13. Spend time with my pet
14. Re-read a note from a friend or grateful client
15. Meditate
- 16.
- 17.
- 18.

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