

# **Survival Guide to the Most Critical Conversations**

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In this context, a “Critical Conversation” is any that is about something you NEED or that DEEPLY concerns you. There are 4 skills that will be covered in an “active learning” style to help attendees achieve better results when engaging in critical conversations. They are:

- 1) Time and Timing
- 2) Empathy and Anticipation
- 3) Style and Perception
- 4) Problem Solving