

Recommended References

For mentors:

Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time

by Susan Scott, 2002, The Berkley Publishing Group, New York, New York

This is a book on essential communication skills and covers a lot of coaching principles without specifically referring to them as such.

Coaching for Performance: GROWing Human Potential and Purpose (4th Edition)

by John Whitmore, 2009, Nicholas Brealey Publishing, Boston MA

Consultants often use this as their "text" for coach skills training. It provides not only an easy to use coaching model (GROW) but also great insights on the benefits and specifics of becoming a more effective leader.

The 8th Habit: from Effectiveness to Greatness

By Stephen Covey, 2004, Free Press, New York, New York

This book is about "Finding your voice and inspiring others to find theirs." It will help you to clarify your vision for yourself and your practice, make good choices and make the most of your relationships at work.

For mentees:

Educating Your Clients from A to Z: What to say & How to say it, 2nd edition

By Nan Boss, DVM, 2011, AAHA Press

16 proven communications techniques are applied to 26 common topics you will be talking to clients about every day in practice.

Client Satisfaction Pays: Quality Service for Practice Success, 2nd edition

by Carin Smith, 2009, AAHA Press

Learn how to keep existing clients and generate new ones with quality service and attention to client needs.

Compliance: Taking Quality Care to the Next Level & 6 Steps to Higher-Quality Patient Care

2009, AAHA Press

These are the follow-up booklets to the original compliance study book, The Path to High-Quality Care, which is better than either of these but no longer in the AAHA Press catalog. If your employer has this little booklet it's a must read. It will challenge and change your assumptions about client compliance.

Connecting with Clients: Practical Communication for 10 Common Situations, 2nd Edition & Connecting with Grieving Clients: Supportive Communication for 14 Common Situations, 2nd ed.,

both by Laurel Lagoni & Dana Durrance, 2010 & 2011, respectively, both from AAHA Press.

General:

VetPartners Career Development Tools and Resources:

<http://www.vetpartners.org/displaycommon.cfm?an=1&subarticlenbr=157>