

# National Tick Awareness Month: Communication Worksheet

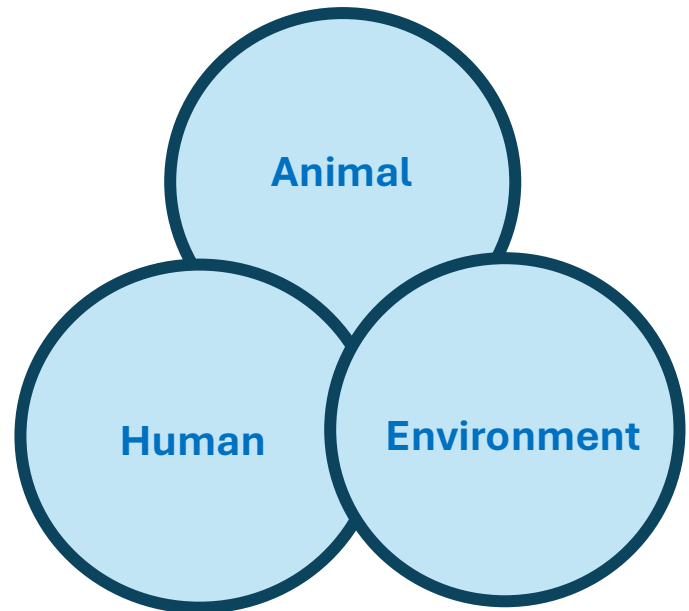
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## Engaging clients in conversation about tick protection using a Spectrum of Care approach

### Gather a Comprehensive History

Explore various animal, environment and human considerations that will be relevant to your conversation about tick protection strategies.

- *“Walk me through what a typical day looks like for [pet’s name] and you.”*
- *“Tell me about the places where Harley and you like to go for walks.”*
- *“What has been [pet’s name] and your experience with ticks?”*



Below develop one or two back-pocket open-ended questions or statements that you are comfortable with and that are relevant to your conversation with clients about ticks.

Some example stems that you could use to begin building your own open-ended inquiry for practicing.

“Tell me...”

“Describe for me...”

“Walk me through...”

### Back-pocket open-ended questions or statements

1.

2.

Practice these questions or statements with clients over the next week.

Alone or with a partner from your practice, identify **ALL** options available from your practice that could be discussed with a client to protect them and their pet from ticks.

Next, across the top, make a cumulative list of the pet and potential client benefits associated with the options identified.

Reserve including the cost until the end of the exercise, as this highlights the potential value each option offers a client and their pet before introducing the cost.

		Cost

Prepared by Jason B Coe DVM, PhD