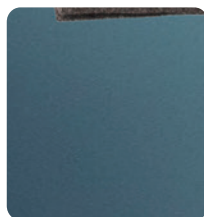
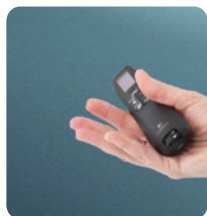




DR. AMANDA DONNELLY

DVM, MBA

Speaker • Consultant • Author



Insightful
Inspiring
Informative

Dr. Amanda Donnelly is a sought-after speaker, author, business consultant, and second-generation veterinarian. Having worked in her father's practice growing up, she developed a passion for veterinary medicine at a young age. With over 30 years of experience in the veterinary profession, Dr. Donnelly understands the challenges facing practice teams. She is driven by her goals of helping veterinarians become better leaders and teaching teams how to enhance the client service experience.

She is the author of a new book *Leading and Managing Veterinary Teams* and writes the Talk the Talk communication column for *Today's Veterinary Business* journal.

Dr. Donnelly is a frequent speaker at national and international veterinary conferences. Well known as a dynamic speaker, she was named the 2023 Practice Management Educator of the Year for the Western States Veterinary Conference and has twice been named Practice Management Speaker of the year for the VMX Conference. With her energetic and engaging speaking style, Dr. Donnelly motivates her audience to make positive changes in the areas of leadership, team development, and communication. She also provides practical solutions that can be put into action in their day-to-day lives.

Book one of **Dr. Donnelly's** high-energy seminars:



321-446-3088



adonnelly@aldvet.com



www.amandadonnellydvm.com

Most Requested Programs

Building Better Teams:

Leadership Roles to Improve Teamwork and Operational Efficiency

Do you wish your team was more efficient and productive? Are you frustrated with team members who lack initiative or don't work well together? Do you face challenges with onboarding and training? If you answered "Yes!" to any of these questions, this presentation is for you. In this interactive session, Dr. Donnelly outlines critical actions every leader needs to take to create a high-performance team and achieve hospital goals. She shares how to leverage the talent of your team and create systems that improve operational efficiency. Participants will leave knowing specific ways to improve employee orientation and teamwork as well as the productivity of managers so the entire team can contribute fully to the success of the organization.

Actionable Takeaways:

1. Connect team members to the business's mission, core values and goals to improve job performance.
2. Practical solutions to improve orientation and team training.
3. Identify causes of inefficiency and best solutions to enhance team productivity.
4. Define job roles and team activities to achieve practice goals.
5. Strategies to make team meetings more productive.
6. Implement leadership development plans for middle managers.

Discover Practical Strategies to Increase Motivation

Does anyone on your team demonstrate a lack of initiative or inconsistent job performance? Do you wish your team members were better problem-solvers? In this session, you'll discover underlying causes of suboptimal motivation so you can implement the right solutions to move team members to higher levels of job performance. Attendees will learn how to communicate better to increase employee engagement and empowerment so the practice can retain engaged, motivated team members. Participants will also walk away knowing specific communication skills that unlock the problem-solving capabilities of team members.

Actionable Takeaways:

1. Identify underlying reasons for suboptimal motivation.
2. Avoid obstacles that limit your team's success.
3. Understand how empowerment and engagement enhances motivation.
4. Establish clear expectations, roles & responsibilities.
5. Utilize 3 proven strategies to increase employee engagement.
6. Implement orientation and development plans to help Generation Z team members succeed.
7. Use coaching questions to promote self-leadership and create a team of problem solvers.

Feedback from the 2023 Western Veterinary Conference

"Excellent speaker, very motivational and knowledgeable speaker. Great lecture!"

"Good content. Applicable and practical"

"Great speaker, clear presentation, valuable topic"

"This series was by far the best of the conference"

"She was an incredible speaker and I hope to see her again someday"

Communications That Increase Accountability and Eliminate Problem Behaviors

Often the greatest frustrations for practice leaders are inconsistent or inferior job performance as well as having to deal with any problem behaviors. In this session, Dr. Donnelly teaches communications to create a values-based culture, improve job performance, and eliminate drama in the workplace. Participants will learn how to give effective feedback, handle difficult behaviors, and unlock the problem-solving capabilities of the team. Attendees will walk away inspired to use specific communication skills to retain the best team members.

Actionable Takeaways:

1. Discover how to use core values as a roadmap for all team actions.
2. Follow a 5-step communication process when delegating job duties.
3. Communicate feedback that improves job performance.
4. Facilitate effective lack of accountability meetings with employees.
5. Hone communication skills to resolve conflict and decrease negativity.
6. Coach team members to focus on opportunities and positive solutions.

Praise For Dr. Donnelly's Presentations

“Thank you for a wonderful presentation. I was able to take away many ideas to bring back to our practice to enhance the messages we send to our clients.”

“It was a pleasure to attend your seminar and listen to your words of wisdom about marketing and client communications. I have a wealth of new ideas and things to add to our practice. I especially liked your clear explanations for staff communication with clients.”

Compelling Team Communications

Does your practice have problems with low morale or a lack of teamwork? Are you weary of dealing with problem behaviors on your team such as gossip, blaming, defensiveness, negativity, power struggles, or resistance to change? Are you tired of having to resolve conflicts between team members? In this session, you'll learn what might be causing discord and how to create a more positive, values-based culture. Participants will discover communications that team members can use to lower stress and create more joy. Attendees will walk away knowing specific communication skills that everyone on the team can use to eliminate drama and work well together.

Actionable Takeaways:

1. Identify causes of drama and conflict in your organization.
2. Define the practice's core values and use them as a roadmap for all behaviors.
3. Know how to respond to negativity and gossip when it occurs.
4. Understand effective ways to give and receive both positive and negative feedback.
5. Learn communication skills that help team members avoid and resolve conflict.
6. Discover how to avoid defensiveness, playing the victim, and passive-aggressive behavior.

Getting More Pets **the Care They Deserve:**

Words Matter: Using Better Communications to Increase Client Loyalty and Compliance

What you say and how you say it influences whether clients have a great service experience. Words also make a difference in whether pet owners say "yes" to services and products. In this session, you'll learn valuable "dos and don'ts" of client communications so team members can enhance client loyalty and compliance. Dr. Donnelly teaches specific communication skills and strategies that attract pet owners, increase client retention, and lead to greater acceptance of treatment recommendations. Attendees will discover how everyone on the team can build stronger bonds with pet owners so they couldn't imagine switching hospitals. Dr. Donnelly also shares how to change client conversations so pet owners better understand the value of your services. Participants will walk away knowing how to partner with clients to best meet their needs as well as the pet's needs. .

Actionable Takeaways:

1. Identify simple, authentic ways to build trust and connect with pet owners.
2. More clearly communicate the value of services and products.
3. Communicate calmly and confidently with emotional or angry clients.
4. Implement strategies to provide personalized, pet-specific client education.
5. Engage in transparent, supportive financial conversations about the cost of care and payment options.

Words Matter: What Team Members Say to Pet Owners and How to Say it Better

Often team members lack the training or experience to know how to best enhance client loyalty and compliance. This presentation focuses on why clients may decline or defer treatment recommendations as well as some of the more challenging client conversations. Participants will discover how to change what they say in difficult situations to lower stress for themselves and pet owners. Attendees will leave knowing better ways to communicate with clients, so more pets get the care they deserve.

Actionable Takeaways:

1. Understand buying behavior of pet owners.
2. Build trust and deepen client connections by asking the right questions.
3. Avoid a lack of clarity when making treatment recommendations.
4. How to deliver bad news about a pet.
5. What to say when mistakes happen.
6. How to avoid defensive responses when interacting with difficult clients.

An Accomplished Author With The Knowledge You Seek.



**Leading and Managing Veterinary Teams:
The Definitive Guide to Veterinary Practice Management**

