

#49: The dreaded client complaint

With Dr David Tabrett



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Dr David Tabrett is an emergency vet and founder and director of the Animal Referral Emergency Centre (AREC) in Newcastle, New South Wales. (<https://arecvet.com.au/>)

David has been a vet for more than 30 years - from mixed work to general small animal work, and eventually emergency. He has his memberships in medicine as well as emergency and critical care, served a 6-year term as Treasurer of the Chapter of Emergency and Critical Care of the Australia / New Zealand College of Veterinary Surgeons. He's also a longstanding member of the local branch of the Australian Veterinary Association, and has served in the roles of Treasurer and President. In addition to hosting a weekly radio show for pet talkback over the past 12 years, and teaching veterinary nurses in critical care for TAFE, David was recognised as the 2017 Australian Small Animal Practitioner of the Year by the Australian Small Animal Veterinarians chapter of the AVA. David started his own emergency clinic in 2004, and at present the clinic has a team of around 75 people working 24/7.

Jam Carey commencement speech - **Love and Fear**: <https://www.youtube.com/watch?v=V80-gPkpH6M>

Getting comfortable with discomfort. Brené Brown <https://www.youtube.com/watch?v=hmwMiWRT8z0>

The **money** conversation workshop: https://www.vetsuccessacademy.com/offers/fuNxLNfa/checkout?fbclid=IwARoLB2YDoO8MK3Dq69mqplnMoq_oT6XPLlwX7xiOh3bmFodTJaMdhhaEdEo

Impostor syndrome in workplace with low perceived support: <https://hbr.org/2021/07/end-imposter-syndrome-in-your-workplace>

Influencing **culture**: <https://www.inhersight.com/blog/insight-commentary/how-to-influence-company-culture>

Tone of voice study (From Malcolm Gladwell's book 'Blink' (<https://www.goodreads.com/book/show/40102.Blink>):

<https://www.ronankennedy.ie/blog/2017/1/25/tone-of-voice-matters-and-heres-the-proof>