



DR. AMANDA
DONNELLY

Speaker ♦ Consultant ♦ Author

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.

A member of the National Speakers Association, Dr. Donnelly is a frequent speaker at national and international veterinary conferences. She is well known as a dynamic speaker and has twice been named Practice Management Speaker of the year for the VMX Conference. What makes Dr. Donnelly unique is her ability to relate to all members of the team. She combines a down-to-earth attitude with practical information to deliver programs filled with actionable takeaways.



Insightful
Inspiring
Informative

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

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Most Requested Programs

Getting More Pets the Care They Deserve

How to train your team to attract clients, build client loyalty and increase compliance.

What you say and how you say it can determine whether clients have a great service experience. Words also can make a difference in whether pet owners say “yes” to services and become loyal clients. In this session, you’ll learn some valuable “dos and don’ts” of client communications so you 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 services and products. Participants will walk away knowing how to partner with clients to best meet their needs as well as the pet’s needs.



Greater compliance and more patient visits means a better bottom line. Plus, practice leaders will maximize the opportunity during every client interaction to build trust and help more pets get care they deserve.

Attendees will learn how to:

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

What Seminar Attendees are Saying About Dr. Donnelly’s Presentations.....

“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.”

“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.”



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Building Better Teams

Leadership Roles that Improve Team Performance and Operational Efficiency

Are you frustrated with team members who lack initiative or don't work well together? Do you wish your team was more efficient and productive? Do you face challenges with onboarding and training of employees? Have you ever promoted team members only to find they don't excel in their new job roles? If you answered "Yes!" to any of these questions, this presentation is for you. In this interactive session, Dr. Donnelly outlines critical actions steps 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 make sure the practice has systems in place that improve operational efficiency. Participants will leave knowing how to improve teamwork, employee onboarding and training programs as well as the development of managers so the entire team can contribute fully to the success of the organization.



Attendees will learn how to:

- Establish core values and use them to create a positive, high performance culture
- Define job roles and team activities to achieve practice goals
- Identify actions to implement better employee orientation, onboarding and training programs
- Develop middle managers to enhance patient and client care

What's Being Said About Dr. Donnelly's Presentations.....

"We were impressed with how Dr. Donnelly catered the event to match our needs and challenges. Her approach is very down to earth, she is accessible, and we loved how she treated us like colleagues rather than students.

Dr. Donnelly has a tremendous breadth of knowledge and candor both of which were greatly appreciated. She knows a lot about a lot of topics and that worldliness makes her a tremendous resource to handle a wide variety of challenges. We liked how many different vantage points she had from within the clinic and how her expertise was not too myopic.

She coaches and teaches in a very comforting and partnering way. This makes everyone more receptive to actually embracing and implementing her coaching."

Bret Canfield
Elanco Companion Animal Health



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Building Better Teams

Communications That Increase Accountability and Eliminate Problem Behaviors

Often the greatest frustrations for practice leaders are inconsistent or inferior team performance as well as having to deal with problem behaviors of some employees. In this session, Dr. Donnelly teaches communication solutions to create a values-based culture and eliminate drama in the workplace. You will learn how to communicate better to improve job performance and retain the best team members. Participants will walk away knowing action steps to take to increase accountability, how to effectively handle difficult behaviors and how to unlock the problem-solving capabilities of the team.



Attendees will learn how to:

- Identify causes of lack of accountability and low engagement within the organization
- Follow a 5-step process when delegating job duties that enhances accountability
- Communicate feedback that improves job performance
- Hone communication skills to resolve conflict and decrease negativity
- Coach team members to focus on opportunities and positive solutions

What's Being Said About Dr. Donnelly's Presentations.....

Comments from the 2023 Western Veterinary Conference:

"Informative and helpful!"

"Awesome speaker!"

"I go to her talks each year. I think she's great and always adds something to what I learned before."

"Dr. Donnelly gave my second-favorite series of lectures from the whole conference. I found her speaking style to be confident, funny, and relatable. The information she gave was very helpful for me to take back to my practice."