

Health
Pro EQ



Emotional Intelligence with DISC for Veterinary Teams

RACE-Approved Paid Program

EQ

DISC

EQ for
Teamwork

EQ for
Patients

EQ for
Leaders

- DISC Style Assessment for every team member
- Customized playbooks for optimizing teamwork and conflict resolution
- Live team (4 CEUs) and leader training (5 CEUs) with flexible delivery options
- Sustainability support calls and on-demand coaching (5 hours over 12 months)
- Perpetual access to online resources (videos, job aids, assessments) for reference and new hire onboarding
- Meetings-in-a-box tools for leaders and team members
- Ability to add new hires who receive a DISC assessment and team DISC map orientation
- \$299 per Leaders, \$249 per Team Members
- Flexible Four-Payment option and One-Time Payment option

RACE-Approved Complimentary Mini-Program

EQ & DISC

EQ for
Leaders

- DISC Style Assessment for every team member
- Customized playbooks for optimizing teamwork and conflict resolution
- Live team training (1 hour)
- Live leader training (1 hour)



Emotional Intelligence with DISC for Veterinary Teams

Program Description

Enhancing Emotional Intelligence (EQ) results in strengthened teamwork, reduced stress, improved client relationships and a more resilient, high-performing practice. By understanding communication styles, regulating emotions under pressure, and fostering trust, veterinary professionals can create a culture that thrives on collaboration, clarity, and compassion.

EQ

- The 5 Elements of Emotional Intelligence and how they apply in a veterinary practice

DISC

- The four primary communication behavior styles
- What each style scale measures
- The observable behaviors that distinguish each style
- DISC-type assessment for all participants

EQ for Teamwork

- Team composition overview (styles map)
- Style strengths of team
- Style gaps or imbalances
- Communication dynamics
- Stressors and conflict resolution
- Recommendations for balance and growth

EQ for Patients

- The value of EQ in emotionally charged situations
- How to impact the three types of client experiences
- What to say in emotionally charged situations
- Techniques for enhancing emotional intelligence

EQ for Leaders

- Benefits of team EQ
- Leader Team EQ Self-Assessment
- Techniques for enhancing leader self-awareness and self-regulation
- Using DISC profiles to assign roles and tasks
- How to build trust through DISC awareness
- How to coach to DISC styles.
- How to brow an emotionally intelligent team culture

Program Author



Former VP of Instructional Design at **CareCredit**

Matt Hawk is a **Yale** PhD, Certified DISC and Emotional Intelligence Professional, and a published author with 20 years of experience coaching healthcare professionals and sales leaders. Health Pro EQ provides EQ training for dental, veterinary, and health systems teams.