

Given Circumstances: As previously mentioned, the first step to becoming an All-Star DC Client is to commit the case details, supplied in your client case scenario, to memory. This is the homework piece, but once you have an intimate knowledge of the facts, or given circumstances of the case, you're free to **relax** and enjoy the ride!

Character Objective: Included in your client case scenario is a character objective. This objective, or goal, represents what your character ultimately seeks from his/her visit with the veterinarian(s) today. Give yourself permission, therefore, to push all the **given circumstances** to the back of your brain—after all, you know them and can call them up if and when they become relevant—and instead go into your initial appointment thinking only of why you are here—i.e., your character objective.

Endurance: Improvisation can be taxing, but it is critical that you remain in character whenever you are interacting with students. One helpful tool for increased endurance is your **character objective**. So, if ever you sense that you're beginning to drift, simply recall the question and/or problem your character came to address in order to get yourself back on track and refocused on the case.

Relaxation: Don't stress, you've got this! You have an intimate knowledge of the case so just take a deep breath, clear your mind, **listen** and just be yourself 😊

Listening: Now that you're relaxed, work to ignore any lingering doubtful thoughts you may have and instead focus your attention on the actual conversation in the room. Listening is the cornerstone of improvisation and as such warrants a couple additional points:

- 1) Answer only the question asked. The temptation is always to over-divulge information, but don't succumb. If the student(s) want more information on a given topic they'll continue with their line of inquiry.
- 2) Ask questions! If your **endurance** begins to waver, a procedure is unclear, or a medical term too obscure, be sure to ask for clarification. It's important for our students to learn that client consultations must be, first and foremost, comprehensible.