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Overview/description

Fostering positive team dynamics: Eliminating venting, gossip, and toxic communication

Venting, gossip, and toxic communication are common challenges in veterinary teams that can erode trust, fuel negativity, and undermine morale.

In this webcast, Dr. Marie Holowaychuk will explore how these behaviours impact team wellbeing and performance, backed by research that highlights their detrimental effects. She will also share practical strategies to address and prevent toxic communication, empowering veterinary professionals to create a more cohesive and supportive work environment.

Speaker's bio and credentials



Marie Holowaychuk, DVM, Dipl. ACVECC

Dr. Marie Holowaychuk is a veterinarian and board-certified emergency and critical care specialist dedicated to promoting mental health and wellbeing in the veterinary profession. With over 20 years of practice experience, she founded Reviving Veterinary Medicine to address burnout and enhance wellness through evidence-based resources and programs such as *From Burnout to Balance* and *From Toxic to Terrific*. A certified coach, yoga teacher, and dynamic speaker, Dr. Marie delivers workshops and keynotes globally. She is the author of *A Compassionate Calling: What It Really Means to Be a Veterinarian* and hosts the *Reviving Vet Med* podcast, all aimed at fostering sustainable veterinary careers.



Questionnaire

1. **True or False. Studies show that venting alone (intrapersonal venting) can increase signs of aggression, whereas venting with another person (interpersonal venting) can help calm emotions.**
 - ☐ True
 - ☐ False
2. **Which of the following statements best describes co-rumination?**
 - ☐ Talking about problems to actively find solutions and prevent them from recurring
 - ☐ Talking excessively about problems in a passive way, often amplifying stress and depressive symptoms
 - ☐ Briefly sharing challenges to gain perspective without dwelling on them
 - ☐ Focusing only on positive experiences to avoid stress
3. **What is an example of co-reflection, an active approach to venting?**
 - ☐ "I just wish clients were nicer; it's so frustrating."
 - ☐ "I just want work to slow down; I'm overwhelmed."
 - ☐ "I wonder how we can better communicate with clients to reduce their anxiety."
 - ☐ "I worry about another pandemic wave; nothing ever changes."
4. **Which of the following statements about gossip in human medical training is supported by research?**
 - ☐ Gossip is always negative and should be completely eliminated
 - ☐ Gossip only occurs among peers and has no impact across hierarchical levels
 - ☐ Gossip can influence reputations, convey informal lessons, and either build or erode trust depending on how it's managed
 - ☐ Gossip is unrelated to stress levels or burnout in clinical programs
5. **True or False. Increasing perceived hierarchy decreases psychological safety and makes residents less likely to report errors, whereas inclusive leadership can improve reporting.**
 - ☐ True
 - ☐ False



6. Which of the following is a common reason why rumours spread in organizations?
 - To provide verified and official information to colleagues
 - To make sense of uncertainty, feel included, or express concerns when safe channels aren't available
 - To formally document changes in policies or procedures
 - To ensure that leadership remains fully transparent
7. What is a potential risk of using sarcasm at work?
 - Enhances trust and clarity in all situations
 - Reduces misunderstandings
 - Increases tension, misunderstandings, or conflict if misinterpreted
 - Strengthens team bonding
8. If a workplace conversation drifts into gossip, the most constructive action is:
 - Join in to stay "in the know"
 - Roll your eyes at damaging misinformation you know to be untrue
 - Ignore it completely without redirecting
 - Politely change the topic to something positive
9. Which of the following is considered a key factor in fostering healthy team communication?
 - Avoiding difficult conversations entirely
 - Psychological safety
 - Competing to be heard first
 - Focusing only on tasks, not relationships
10. Which of the following is an example of effective non-violent (compassionate) communication?
 - "Please don't make mistakes with the patient charts."
 - "I need help in the back; finish these tasks immediately."
 - "I'm feeling overwhelmed and worried about a patient—could you assist me with the post-op evaluations?"
 - "What did I do to make you upset?"



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PERSONAL INFORMATION:

First name:

Last name:

Type:

(Veterinarian, Technician)

Licence number:

Province where you practise:

Email:



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CERTIFICATE OF COMPLETION

Educational webcast

**Fostering positive team dynamics:
Eliminating venting, gossip, and toxic communication**

Presented by

Dr. Marie Holowaychuk

This document confirms that

Dr. Lorem Ipsum

has viewed the above-mentioned webcast and has answered and submitted the questionnaire meant to evaluate the understanding of the content.

Date:

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CE credit (s) earned: 1