

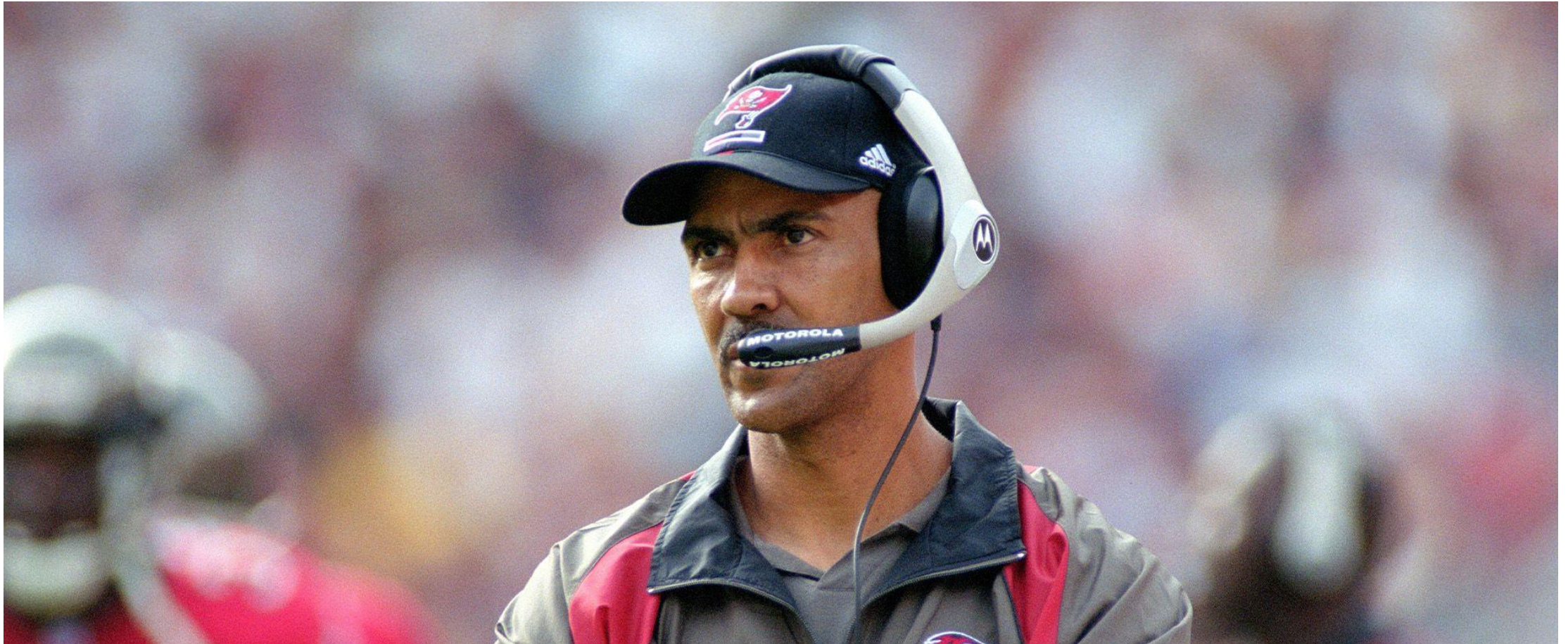
# When Peace Like A River Attended My Way:

## WHY Deal With Difficult Clients?

Randy Evans, DVM, CPCC  
February 01, 2025

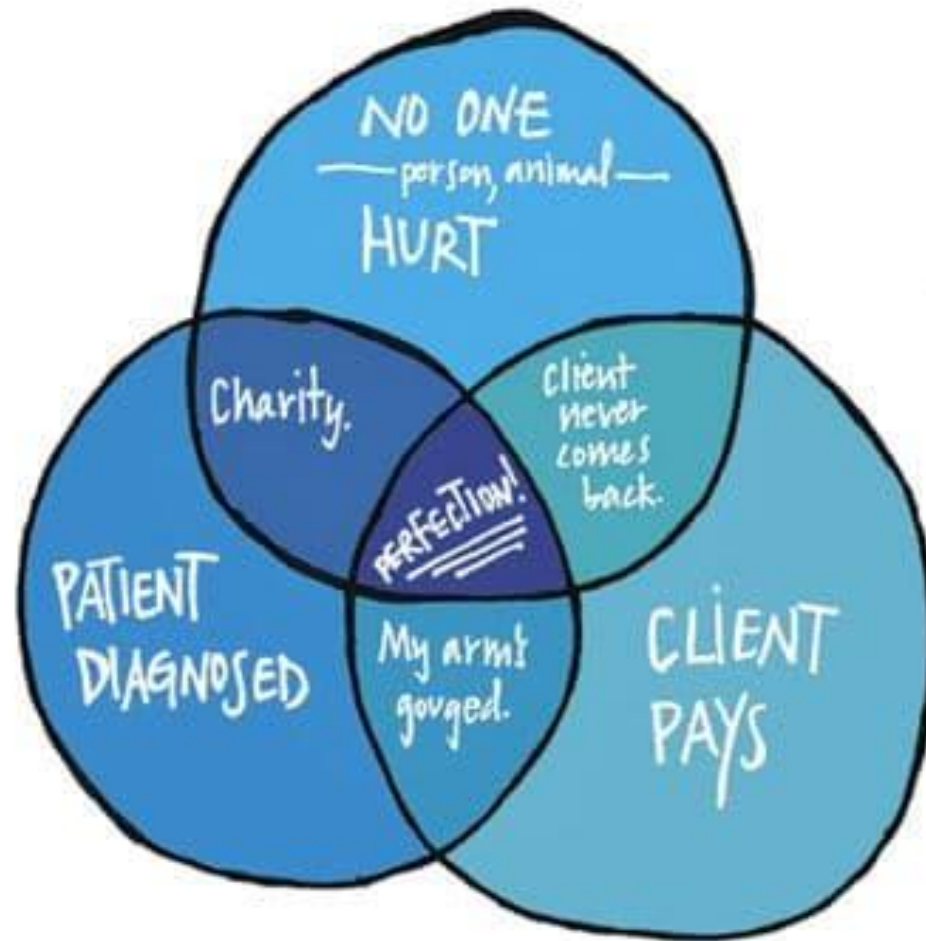


# Why Did You Do What You Did?



*Compassion*

# Veterinary Exams a dvm360 diagram



# EGR (Extra Grace Required) People

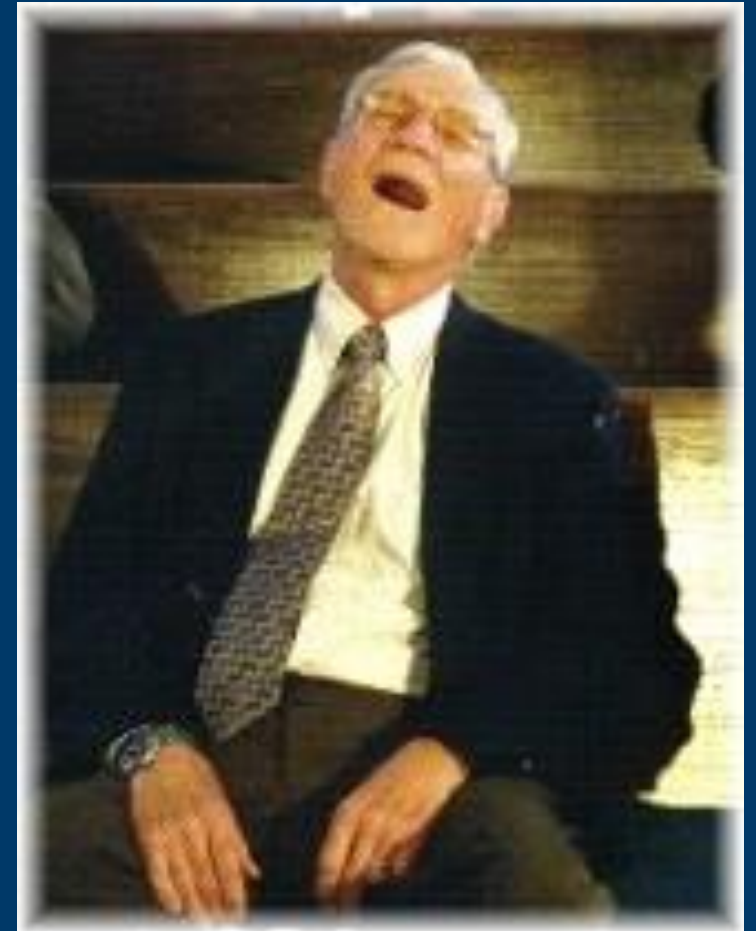


- 1. When they call, you get a sinking feeling and do not want to speak to them!
- 2. When you are with them, you feel like all of your energy is sucked out of you!
- 3. You feel guilty how you behave around them!

- 4. You have private, imaginary conversations with them!



YOU DO NOT KNOW THEIR WHOLE STORY





“Therefore, as God’s chosen people, holy and dearly loved,  
clothe yourselves with compassion, kindness, humility, gentleness and patience.”

- *Colossians 3:12*

We are all faced with a series of great opportunities brilliantly disguised as impossible situations.

Chuck Swindoll



@donhornsby

It was God who sent me here ahead of you to preserve your lives.

Genesis 45:5b

Joshua and Caleb



Abraham and Sarah



Joseph and His Brothers



Garry Bingham