

3 KEY TAKEAWAYS

Teamwork is essential for success

Veterinary business is too complex to do it all alone. Building a team that works and supports each other is paramount to getting over the barriers that stand in the way of success.

Building a team starts with leadership

Leadership sets the tone. Supportive leaders recognize the importance of the team. Staff engagement starts with leaders that show respect, recognition, and encourage responsibility. Disengagement is usually due to a lack of trust and weak leadership.

Leadership sets the vision

Leaders must motivate and demonstrate the outcomes that they want to see from their team. The vision is what will be the key driver for what everybody does together.

2 QUESTIONS TO ASK

- Question for **team discussion** (Share your thoughts with your team)

Do you feel supported in the work that you perform as you strive to deliver the vision that we have developed for our team?

- Question for **self-reflection** (no need to share your answer or thoughts with your team)

Am I truly a leader in the way that I behave and treat my team?

1 ACTION STEP (LEADER)

Make a commitment as a leader to follow through on at least one of the suggestions below:

- Diarize time each month to review and track the appropriate efficiency KPIs and benchmarks.
- Understand what causes a KPI or benchmark to be out of line and what needs to be done to improve it.

1 ACTION STEP (TEAM)

Make a commitment together as a team to implement at least one of the suggestions below. This will be your team behavior change.

- Work on developing consistent processes for the most common procedures performed in client service and the technical area. Document and archive.
- Review reports with leadership to understand areas of efficiency or inefficiency.