

Team Power: Adding Value to Your Visits

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OBJECTIVES

Veterinary Medicine is a team sport. How do we get our growing teams and clients on the same page for quality of care in our age of constant change and information overload? This discussion starts with a case study of a clinic in crisis. Learn proven steps to build team foundations on core values linked to key behaviors and traits. Apply steps to engage the team and the client for care and communication utilizing value infused leadership. Apply creative problem solving to evaluate culture and utilize team-coaching methods to grow engagement. Then we will explore steps to develop team trust and deliver consistent quality services for our clients and their pet family member every patient, every visit, every time.

KEY POINTS

Values Drive Behavior

- It's the behavior not the person
- Uncouples your defensive response button

Culture

- Cultivates and defines success and shared behaviors and results
- Guides decision making
- Values are the foundational touchstones of a business.

TOOL KIT

- Case Study where we will apply tools
- Values worksheet with definitions
- Team Tools:
 - Moving organizational performance
 - Team development tool
 - Tips for difficult conversations

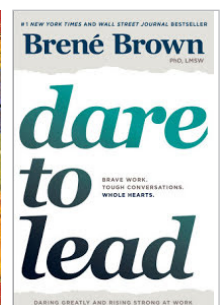
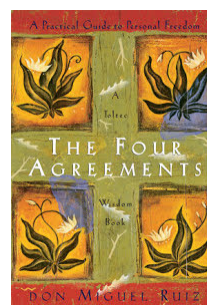
TASK DURING WORKSHOP

- Define the current culture by observing behaviors or teamwork and care
- Apply values worksheet to team work and team discussions
- Evaluate culture and teamwork

BIG BOX APPLICATION

- Does your team apply behaviors to their values?
- What discussions/or difficult conversations are needed?
 - What is your timeline?
 - How would you approach the issue with your leadership team?
- What process seems the most difficult to consistently execute in your hospital?

BOOKS FOR REVIEW:



- **Traction**, by Gino Wickman
- **Results That Last**, by Quint Studer
- **The Four Agreements**, by Don Miguel Ruiz
- **Dare to Lead**, by Brené Brown