



CATALYST Veterinary Practice Consultants
Training for the Veterinary Healthcare Team
CATALYST Comprehensive Topics
January 2017

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CATALYST offers a unique, holistic, and innovative approach to veterinary team development, client experience, and practice prosperity.

How can we help you and your veterinary practice THRIVE? When the answer is veterinary team development, CATALYST delivers! Managers and team leads may benefit from CATALYST's practice management courses, master mind programs or mentoring.

We are happy to **design customized modules** to meet your needs. We look forward to collaborating with you.

Following, find a list of various topics and brief overviews.

Veterinary Team Development

Professionalism, OWN IT!

You may sense there has been a decline in professionalism over the years. Whether real or perceived, veterinary teams can design their own policy on professionalism and define their culture. We will discuss respect, the fact that we are all human and make mistakes, being courteous and much more. Individuals will walk away with an opportunity to embrace the same ideals within their veterinary practice.

If this topic resonates with you for your team, consider collaborating on the design and implementation of a **Certificate in Professionalism**. Designed specifically for veterinary team members, CATALYST has helped to create an Award-Winning program, now available to veterinary hospitals!

Culture: Every Practice has One, Design One You Want!

During the session, team members will explore workplace culture, traditions and the impact culture has on practice success. Attendees will be provided tools to evaluate core beliefs, as well as hospital culture. Steps to achieve a shared culture are discussed. Identify the ideal culture, the current culture and how to fill in the gaps.

Failure to Communicate vs Effective Communication

Effective communication by every member of the team is the key to practice success. Improving team communication enhances patient care, decreases "drama" among staff and creates a culture that is positive. The better the communication skills, the better the hospital environment, resulting in increased

patient care and client satisfaction. Learn basic communication skills and learn to look forward to your job, every day.

Courageous Conversations Builds a Stronger Team

Tip toeing around difficult conversations, “making mountains out of mole hills,” and “sweeping problems under the rug” are a sure way to demoralize and de-motivate a team. Attendees will learn to identify their own communication styles, begin to look within for sabotaging trends, and be given tools to actively listen, seeking first to understand then to be understood. Communication skills develop and mature over a lifetime, however this class will highlight ways, in each moment with each person, to engage, listen, mirror, and respond. Like death and taxes, difficult conversations are a part of life, learn how to make the most of each engagement.

Accountability; Look in the Mirror

Good Leaders at veterinary practices understand their role in creating a culture where team members speak the truth and accept responsibility for their actions. Owners and managers must lead by example. Together we will examine how leaders can promote an environment in which all employees demonstrate the ownership necessary for achieving the desired results.

We are Family! Perfectly Dysfunctional

Blending at least three generations into a cohesive, functioning and supportive team may be a challenge, at times, even daily! Managers are juggling Boomers, Xers and Millennials, oh my! Even if you want to stereo-type the groups, ultimately your team is made up of unique individuals, with history, biases and emotions. Understanding the commonalities, exploring new techniques in training and differing priorities can offer opportunities in personal and professional growth. Attendees will review “work ethics,” morphing and paradigm shifts through the years. Participants will discuss how some things never change and how most everything else is constant flux. Embrace the fact that the only thing consistent is change, to include your teams.

The Illusion of Perfection

Hate to be the one to tell you, but seeking perfection is futile. The very best we can hope for is aiming for a high standard of excellence from each team member, each day and in every moment. Recent research reveals the anxiety around attempting to obtaining perfection is like searching for the elusive Unicorn. Perfection is an illusion. Perfection can be found in Nature. Letting go of perfection is healthy. Together we will dive into a conversation around too high of expectations, listen to testimonials of past perfectionists who finally found their way and help you and your team members achieve the highest level of excellence. An obtainable goal!

Career Choices within a Veterinary Practice: There is NO Glass Ceiling!

You may be surprised by the various career choices there are within veterinary hospitals. For Assistants, technicians, managers, receptionists, and veterinarians, THERE IS NO GLASS CEILING! Together we will outline options within client service, team training, advanced certifications, end-of-life care and self-employment (to name a few). You will be given a Career Road Map and resources to begin your journey down a long and rewarding career path. The sky is the limit and we will prove it!

Safety is Everyone's Responsibility!

It is everyone's responsibility to conduct themselves professionally and keep the workplace safe. Well-managed practices outline safety precautions and expectations. Together we will review the Occupational Safety and Health Administration's (OSHA) goals and regulations, Safety Data Sheets (SDS), dangers of working in a veterinary practice, safety measures taken while pregnant, personal protective equipment and precautions that must be taken to decrease the chances of an injury or being bit by an animal. Attendees will be given a homework sheet that they can use to score their veterinary hospital's safety rating.

Trust + Delegation = Team Satisfaction

All strong relationships are built around trust. Within the veterinary community this concept is of utmost importance. Veterinarians want to work with team members they can trust and team members are constantly striving to be trusted. When veterinarians trust their team, delegation of appropriate tasks to appropriate team members ensures time management and team leveraging. What tasks can be delegated to whom? Together we will dive into proper team leveraging assuring everyone on the team is being utilized maximally, increasing team satisfaction, patient care and client experience.

Personal Finances and Stewardship

Managing finances may be a challenge; participants will look at salaries within the veterinary profession, define a personal budget and set realistic goals to enhance financial stewardship. Together we will discuss limiting beliefs around money. Objectively looking at average budgets of average American incomes can be hugely enlightening. We also talk about becoming a millionaire on a veterinary technician's wage.

Call 911! Disaster Preparedness for Veterinary Hospitals

Let's start with the basics, a PLAN! In my experience, all small businesses (including veterinary hospitals) are required to have an emergency plan, however very few do. Attendees will identify disasters pertinent to their region, identify a Safety Coordinator, review OSHA requirements, design a drill and be given resources to move forward with a Disaster Preparedness PLAN.

Client Services: Define, Value, & Promote

When was the last time you truly listed ALL of the services your veterinary hospital offers? Maybe there is a comprehensive outline on your hospital's website. As a veterinary team member, have you ever considered all the things you do in a day as a service provided to a client? Generally we see ourselves as medical technicians or assistants, doing what we do as a medical order from the veterinarian or as a "job duty." What if we reframed our "job duty" and considered the tasks as client services? Together we will define a comprehensive list of services, determine how to value, and promote to your clients.

Veterinary Technician Specialist: How to Become One

There are currently 12 Veterinary Technician Specialty Academies. You may be a perfect candidate (or you may have a team member you want to encourage and support in becoming a VTS)! Participants will learn about the current and upcoming Academies, objectively determine which specialty is right for them, develop a plan to achieve the desired goal, and outline the benefits to the pet, pet owner, team member and veterinary hospital.

Life Balance, designing a fulfilling, satisfying life

Burn Out or Compassion Fatigue

You have read the headlines, veterinarians are at high risk of suicide and compassion fatigue. ALARMING! The statistics are staggering. Participants will identify the difference between burn out and compassion fatigue. Outline ways to recognize the signs and create a daily mantra for veterinary team wellness. Together attendees will establish an outline for resources, getting beyond the taboo conversations of the past.

Stressors and Relievers

Your team members are made up of a kaleidoscope of colors with different personal preferences, stressors and relievers. Identifying the many ways your team wants to chill-out will help managers and team members support each other in times of stress. Through various interactive, light-hearted exercises we will build tangible lists that will act as guidelines for support. We ALL need a little help from our friends (and co-workers). This is a great way to bring it all together!

Self-Care for Veterinary Professionals

It seems ironic to be talking about the importance of self-care for veterinary professionals, when those very same professionals care for others every day. As a general rule, veterinary professionals are known to be caring, giving, and compassionate. But when veterinary professionals give until they have nothing left, it leads to the burn-out, compassion fatigue, and high turnover that's so prevalent in veterinary medicine. Together we will discuss keeping your cup full, establishing personal boundaries, identifying values and maintaining a solid ground.

Dealing with Increased Stress During the Holidays

Tranquility can be found during the Holidays; attendees will touch upon 4 tips for a peaceful Holiday. Team members pulling together during the stressful time of year can support each other and the clients and pets they serve. Consider offering a course in the month of October or early November. Breathing easier can happen by identifying stressors and relievers.

Management Development and Hospital Operations

Dimensions in Veterinary Management (DiVM)

Geared specifically for team members in middle and upper management (team leads, office and practice managers), the online master mind program encourages networking, exchange of ideas and offers an abundance of resources. Tools for veterinary team success. Topics of discussion include employee handbooks, job descriptions, professionalism, laws governing small business and MUCH MORE! Great class for individuals in management! <http://catalystvetpc.com/dimensions-in-veterinary-practice-management/>

Update or design your Values/Vision/Mission

Ask your team, "What is our Mission?" How many of them know it or even realize the hospital has a Mission. As a leader or manager, it is your duty to help your team know the purpose of your practice, to include Values, Vision, and Mission. Teams with a common purpose have guiding principles that "steer the ship." Together, we will work through exercises to define your team's beliefs and ways those beliefs play out within your hospital.

Cultivate Leaders within the Veterinary Team

You may be thinking how do I cultivate leaders within the veterinary team? Super question! Great leaders are born every day and others can learn how to become great leaders. You and your team can develop the characteristics of leaders. Together we will explore how to grow your leadership team from within your current ranks. Ask your team, “What are the qualities of a great leader?”

Greatest Tool in Practice Management: Your Employee Handbook

It may sound boring, but your employee handbook benefits both the team member and the business by outlining expectations, guidelines, state and federal laws, and policies specific to your hospital. Assist everyone in succeeding by having a relevant, up-to-date employee handbook.

Team Phase Training, Fundamental to Team Success

Please, DON'T throw your team members to the wolves the first day! DO offer them tools for success by respecting their eagerness to learn and desire to be an effective member on the team. Team phase training allows for an adequate time for orientation, review of employee handbook, oversight in training, and reviews. Your new team members deserve appropriate training and feedback (to include your veterinarians). You will be given training outlines, performance reviews, and many more resources.

Hiring for Aptitude and Attitude: Building Your Dream Team

Your team is your greatest asset! Build a team that is skillful, communicates well, offers an extraordinary client experience and has a defined training program. This class will assess, strategically, who needs to be hired (veterinarian vs non-veterinarian), generate an attractive job announcement, determine the training team, outline phase training and team building. Create a hiring process, with beginning, middle, and end, well-defined and followed.

Plain & Simple: Management MUST Know Labor Laws

Resources for local, state and federal laws governing your small business will help management to navigate the ins and outs of labor laws. It's not as daunting and cumbersome as you may think, once you understand the lingo and know where to find the appropriate information. Exempt, Non-Exempt, FMLA, and OSHA requirements are a few of the topics covered in this course.

Train the Trainer: Fundamental to Team Success

Undoubtedly, you have a team member that is an excellent teacher, tap into the incredible resource and support them as a Team Trainer! Seriously, offering your new hires a defined phase training program with a trainer and mentor (two very different roles) is crucial to career development within your hospital. Team members wanting to train and mentor will learn about adult learning, offering appropriate feedback, generational needs, teachable moments and much more. Set them up to THRIVE and FLOURISH, both your trainers and your trainees!

Time Flies: Unless You Manage It!

Chaos, clutter, random acts of nothingness, and being unfocused are a manager's demise. During this course on Time Management, participants will objectively look at their cluttering habits, organizational style, be given tips and tricks and offered tools that assist in focusing. We are all given the same 1,080 minutes in a week, utilize and prioritize them wisely.

Veterinary Hospital Budget 101

"We intend to run our hospital on a financially sound basis, including appropriate evaluation of charges and internal-audits." What is your hospital's financial philosophy? The thought of drafting a budget and working within a certain boundary makes team member's skin crawl. A basic understanding of "beans in-beans out," will help. In my experience, team members don't want to know how to build a watch (know everything about the finances/budget), they just want to know what time it is (monthly overview of income and expenses). Together we will talk about the benefits of a budget, how to create it, and how to use it.

It Takes a Village to Supply a Practice

Most veterinarians work on their supplies instead of having their supplies work for them. Inventory is costly, stressful, and a struggle. Yet, it doesn't have to be. With the proper systems, the entire practice can flourish with its stock. All you need is the awareness to utilize the resources you already have. This session is designed to give your practice team the knowledge and understanding to move supply management in a positive direction. It gives you the tools to involve the entire team in an essential aspect of your organization. By empowering the village in a responsible and cooperative manner, it moves the practice forward naturally in a prosperous direction.