

# Grow A Better Team



## Team Development

At Bishop Ranch Veterinary Center, Team Development is front and center. The process begins at the top where practice leaders engage in self-improvement of communication and leadership skills.

Understanding team development involves acknowledging industry employment trends, methods of generational engagement and approaches to retention.

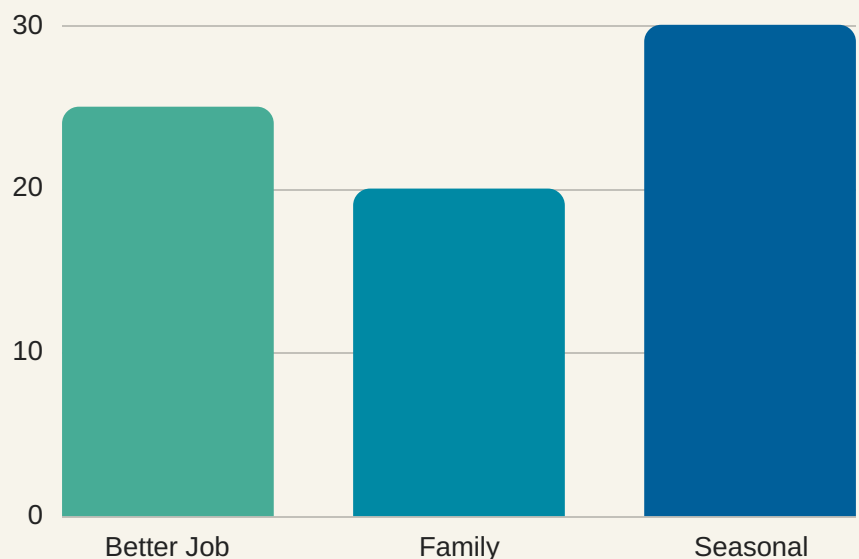


**Developing a great team is more than handing out books to read.**

There are several employment trends we can review that are nationwide and industry-wide. Many times as owners and managers we are frustrated by turnover. With staff turnover, the replacement cost can exceed 15K for an hourly staff member, more for DVM's.

**Is the sky falling when we have a turnover of 20% on an annual basis? That depends on the reasons for the turnover.**

**Tracking reasons for staff turnover helps identify if we have problems and where those problems lie.**

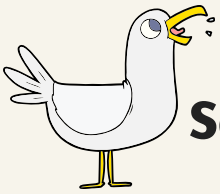




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Many practice owners and managers think if they fly through with a smile or notice something not to their liking and address it in the moment, all will be well, all will improve. Engagement happens at two levels, owners/administrators and team leaders, with the latter being the key to successful team development. People work for their manager.



### **Seagull management doesn't improve team morale!**

Owners should share their vision, their history, their values. Managers earn trust and improved performance when they themselves are properly trained on team management and adapt to an improved check-in system with their team. Stay interviews have replaced the performance review.

### **Our staff is THE reason for our success.**

Wage can be a factor, yet it doesn't rank as the #1 reason staff members leave. Three programs can improve retention; Manager Development, Training, and Rewards. Specific resources are reviewed as well as unique ways to utilize them. We'll also discuss effective training.

Finally – understanding rewards most valued by staff are detailed.

