

HOW TO **GET IN SYNC**

WITH YOUR BOSS

In Your Veterinary Practice

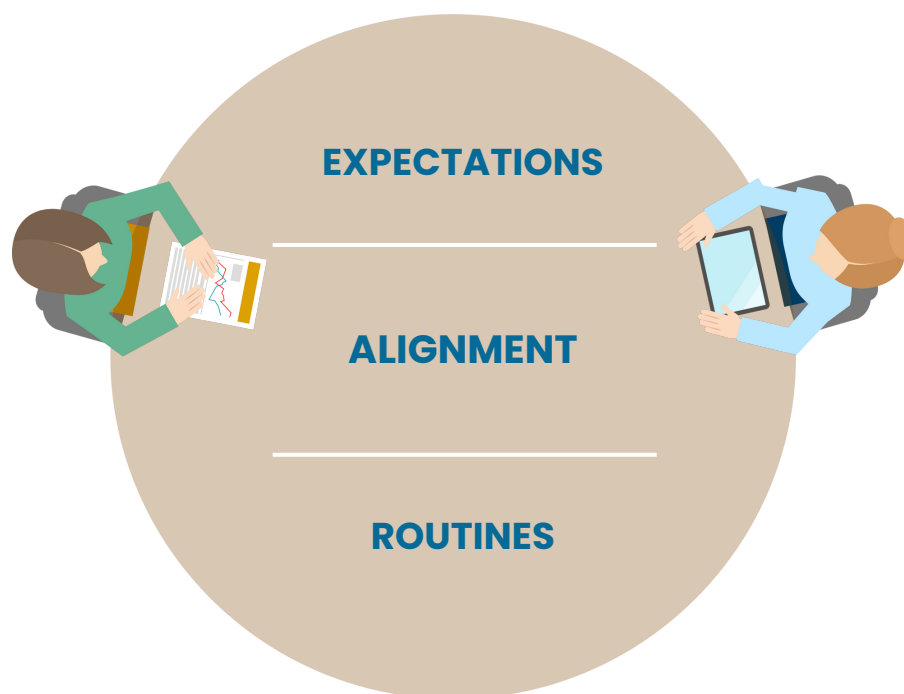


THE KEYS TO GREAT COMMUNICATION

Working in the veterinary profession is fast-paced and often hectic. As we get promoted or experience other career changes, we can find ourselves responsible to new supervisors, managers, veterinarians, and owners.

Getting in sync with our new boss can be tough, particularly if it feels like he or she isn't willing to listen to our ideas. Sometimes we come into a practice where the person we report to used to do our job and has his or her own ideas about how it should be done.

Regardless of our situation, being on the same page as our boss is crucial not just to our success, but that of the entire practice. Here are the key things to keep in mind:



If we can develop a plan to address these key concepts, we will be well on our way to enjoying our work and our professional relationships. The results will be fulfilling for us, our teammates, management, and the practice.

When that happens, the clients and pets receive the best possible level of care.

GETTING CLEAR ABOUT EXPECTATIONS

Finding our Definition of Success

When we assume a new role or position, it is important that we choose a destination that is compelling, clear and helps to guide our choices along the way. Selecting our definition of success helps us ensure that the choices we make are helping us achieve our goals.

We can ask ourselves this question:

If I want to be at my very best, what would I do more consistently?

Getting very clear about what we think great looks like for us, helps our brain begin to focus on steps that can help us move in the right direction, and lays the foundation for us to build habits and patterns that help us achieve the success we decided on.

We shouldn't assume that our definition of success is the same as our boss'. Once we have a clear picture of our's we can discuss it and encourage our boss to share his or her's as well. This can help us address these questions:

- **Who handles what?**

Understanding what we are responsible for - and what our boss is responsible for - can help us keep our practice running smoothly.

- **How do problems get solved?**

Challenges arise in veterinary practices. If we have a process for how we deal with problems, solving them will be consistent and fair.

- **How do decisions get made?**

Successful practices evolve over time, and that means new decisions need to be made. Being clear about our decision-making process in advance can help us save time and focus on what matters most, instead of how decisions should be made.

CREATING ALIGNMENT WITH OUR BOSS

Making sure our vision for our practice is aligned with that of our boss can create a more enjoyable work environment and greater engagement from employees throughout the practice. As we seek alignment, we can start with conversations around vision, priorities, and processes.

- **Vision**

The first step to making any change in your practice in an effective, sustainable way is to develop a collaborative vision. To avoid going down the wrong path, having alignment with our boss about our vision is critical.

- **Priorities**

When we have alignment with our boss on the priorities for ourselves, team, and practice, it serves as a guide that helps us rely less on our impulses.

- **Processes**

Like priorities, having processes in place for change, hiring, team meetings, and more helps us work efficiently and consistently.

DEVELOPING ROUTINES THAT LEAD TO SUCCESS

Routines can help put us and our practice on a path towards consistent improvement. When we have alignment on simple routines the day-to-day work can feel easier and we are less likely to be surprised. Routines can be built around things like:

- **When meetings happen**

Many of us wish we had fewer meetings, but to improve we can focus instead on how to have great meetings with our boss and our team. Developing a regular meeting routine is a great first step.

- **Points of focus for meetings**

The path to having successful meetings in our practice means creating a purpose and goals for our time together.

COMING TOGETHER WITH OUR BOSS

As we meet with our boss, we should be able to complete this grid through collaboration. Doing so will help us define and understand expectations, ensure we have alignment, and develop routines to keep our practice on the path to success.

A Template for Discussions

Boss Decides	We Decide	I Decide
Request	Discuss	Inform

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