



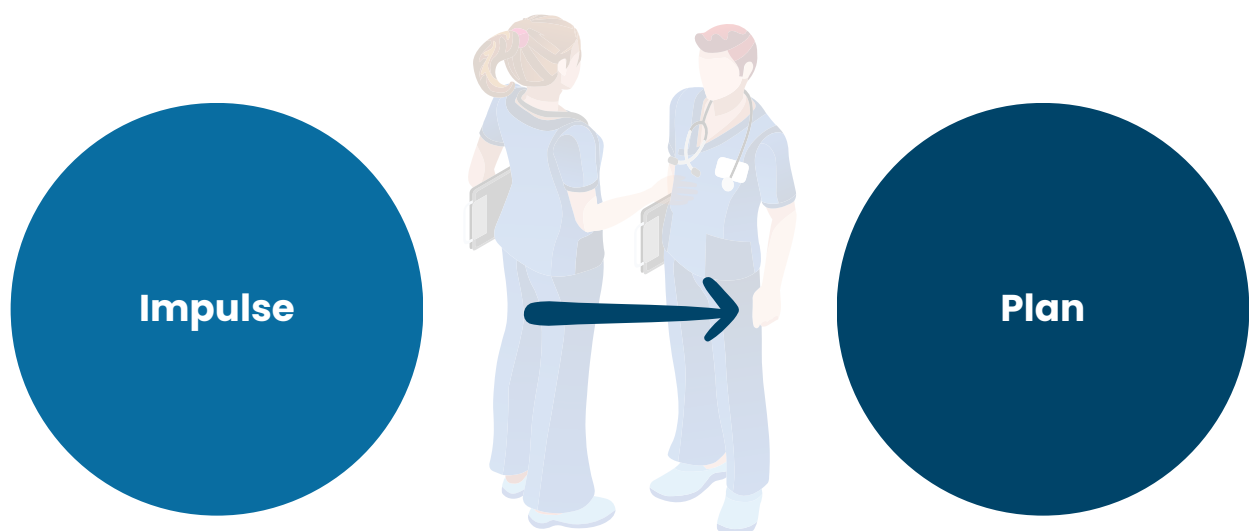
HOW TO
GET IN SYNC
WITH YOUR BOSS



MOST DISAGREEMENTS ARE REACTIVE

Disagreements with our boss are often based on impulse. We might have seen something someone did and disagreed with it, or thought they should have handled it differently. Our impulse is to say, "You should have consulted with me first," or, "You should have done it this way."

When we impulsively react to something, we are often inviting conflict. It can feel like a cycle develops in which we do something, and our boss complains or criticizes the way we did it.



Instead, we want to plan for how we as leaders can work together to create the best results for the hospital.

We have plans for many things in veterinary medicine, and building alignment with our boss should be no different.

KEYS TO AN EFFECTIVE RELATIONSHIP

EXPECTATIONS

What are the expectations our boss has for how we do the work? If we understand how they view success, we can work with it. It is good to ask questions like:

- What is the definition of success for the role?
- Who handles what?
- How do problems get solved when they arise?

ALIGNMENT

Creating alignment with our boss around key things in our practice can reduce the chances of disagreement or conflict. Consider discussing:

- Our vision for the hospital (i.e.: "What are your goals for the next 6 months or a year?")
- What are our priorities?
- What are our processes, and how can they be optimized?

ROUTINES

It is important to be consistent around how and when things happen in our practice, like:

- When do we meet?
- What do we focus on in our meetings and conversations?

When we define expectations, create alignment, and develop routines with our boss, our practice can operate more efficiently and the environment can be more enjoyable.

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

STEPS THAT WILL MAKE A DIFFERENCE

Ask questions that get you into alignment.

We need to understand what our boss wants us to own and be responsible for, so that we can be comfortable going and doing them. We may also learn what things our boss feels like we're not quite ready for, and that's good information to have too. Being proactive about creating alignment with our boss creates clarity for both of us.

Establish routines that will help improve communication.

As we think about creating alignment with our boss through routines, we can do the same thing with people who report to us. We can have conversations where we want to be clear about what tasks we want our team members to own, and ensure they know we are there to support them.

Use disagreements or misaligned expectations as opportunities to plan for the future.

It's okay to acknowledge when things don't go as well as we want, and we can ask questions to help us get better.

- What can we do differently next time?
- What changes to this process can cause more efficiency?

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