A spiral-bound notebook with a light-colored, textured cover and a silver metal spiral binding on the left side. The notebook is open to a page with a light beige background.

Team Training and Development

Part Three: Tips, Tidbits and Ideas for Success

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New Hires

- Schedule 1-2 days to work in each area of the practice (including doctors)

Meetings

- Mandatory or not
- Information sharing
- To pay or not to pay?
- Keep a journal/minutes
- Video tape
- Testing, testing, one, two, three



Meeting Tips Continued

- ‘ _____ ’ of the week
- Case of the week/month
- Journal article of the month



Job Descriptions

- Ask the people doing the job to write one
- Create separate list of what a new team member would need to know to enable them to do well in their position



Follow Through

- Quizzes
- Demonstrations
- Understanding must be ensured

Internal Communication

- Practice team news
- Memos
- Employee mail boxes
- Employee email addresses
- Bulletin board
- Rounds
- Focus groups



External Resources

- Hill's Nutritional Advocate
- Merial EDU
- Virbac 'CET University'
- VSPN
- VetMedTeam

Internal Resources


- Practice library
- CD
- DVD
- Magazines, journals, newsletters, etc
- Article sharing exercises

Training Log

- Tracks hours of internal and external education each team member receives
- Individual development planning (performance reviews)

Make it FUN!

- FISH!
- “Big Book of Team Building Games” by John Newstrom
- “Catch Me” cards
- “Passing the Buck”
- Rewards/Recognition
- Secret Pals
- Book of the Month Club



“People have over 60,000 thoughts per day and 77% of those are negative”

What can you do different when you get home?



THANK YOU!

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