

Training for Excellence Template

A thoughtful training program allows new employees to progress consistently, learn faster, and add more value to your veterinary practice. The *Training for Excellence Template* provides a framework for how to create goals, successful examples, and clear steps for any task in order to help your employees learn, train, and perform at their best.

On page 2, an example has been provided. You can use this as a guide when completing your own training template. On page 3, you will find a blank, reproducible template. This template can be used to create a training program for any task, activity, or operation performed in your practice.

- Page 2: *Training for Excellence Template – Example*
- Page 3: *Training for Excellence Template – Blank*

Leader's Toolkit

Training for Excellence Template

Training for Excellence Template - Example

Operation / Task

Checking in a client

Pet Care Goals

- Making the pet as calm and comfortable as possible
- Obtaining all necessary information, free of errors
- Ensuring a complete pet record
- Understanding all necessary actions for the visit

Client Experience Goals

- Making the client feel welcome, important, and comfortable
- Showing the client that we are prepared for their pet
- Having the process feel quick and efficient
- Educating the owner on what to expect and when

Key Success Factors

- We are fully focused on the pet and owner as they enter the practice
- We have reviewed the pet's history and today's care plan prior to the pet's arrival
- We have a positive attitude as we interact with the pet and owner

Process Steps

1. Greet the pet and the owner by name as they enter the door.
2. Walk around the counter and interact with the owner. Thank them for coming in today and let them know you and the team are ready to take excellent care of Rover.
3. Ask them to step to the counter so you can get them checked in quickly.

Client Questions / Additional Information

1. How long is the visit going to take today?
Answer: We are on schedule and will call Rover back within the next few minutes. Once he's back with our team, I would estimate this visit will take around XX minutes.
2. Do I need an exam today? I just wanted to get him vaccinated.
Answer: We want to ensure every animal we vaccinate is healthy and able to create an effective immune response. We also want to make sure that we are looking for signs of anything more serious that Rover might be facing. If we check him carefully, we can often catch things early and prevent a more complicated illness. Since he can't tell us if something hurts or feels different, a thorough exam is important.

Leader's Toolkit

Training for Excellence Template

Training for Excellence Template - Blank

Training Task

What is the task, operation, or action?

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Pet Care Goals

What goals or outcomes do you want for the pet during this task?

Client Experience Goals

What goals, outcomes, or experiences do you want for the client during this task?

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Key Success Factors

What components are needed for this task to be completed successfully?

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Process Steps

What action steps need to be taken to successfully execute this task?

1.	_____
2.	_____
3.	_____
4.	_____
5.	_____

Client Questions / Additional Information

What common questions might clients have regarding this task?

What additional information is important to know or understand in order to successfully complete this task?

1.	_____
2.	_____
3.	_____