

# WHAT GOOD LOOKS LIKE

## TRAINING IN YOUR VETERINARY PRACTICE



Training people for your veterinary practice is hard. New staff members bring knowledge and life experiences to your team, but it's up to you to help them learn how your practice works and the processes you use.

### ✓ DEFINE SUCCESS

Every task in our veterinary practice should have a clear outline that explains what good looks like for that task. Let's start there and build on it. We cannot expect excellence if we train people for something closer to mediocrity.

### ✓ TRAIN IN CONTEXT

It's easy to assume that new employees should think about these things in the same way we do, but they don't. It is important to train by helping people understand our care goals and our client experience goals for each operation.

### ✓ PRACTICE

Practicing a task in the best way improves performance. We can fall into the trap of assuming that, because our team does these things every day, that they are getting plenty of practice. But are they doing things the best way?

