

# The Four Things Veterinary Team Members Need for Change

## 1. They Need To Want To

Change begins with desire. If team members don't see why the change matters to them, they'll default to protecting the status quo. When insight helps them connect the change to something meaningful, "want to" replaces resistance and creates energy for action.

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## 3. They Need To Believe They Can

Confidence grows through trying, failing, and trying again. In a veterinary setting, that might mean practicing a new client greeting, a handoff in treatment, or a revised workflow until it feels natural. Without belief in their own ability, team members retreat to safer ground.

## 4. They Have Support

Support means more than encouragement. It's about creating an environment where mistakes are expected and safe, and where learning is part of the process. When your team knows they'll be coached instead of criticized, they're far more willing to risk the discomfort of change.

