



3 STEPS TO POST- LOCKDOWN TEAM INTEGRATION

Rachael Paul

Simply Veterinary Coaching

Inspiring veterinary superheroes to connect with their true power and influence, and be the change they want to see in the profession.

A successful veterinary practice can only be found through a team of enthusiastic and engaged employees. The success of your business starts with your employees, their happiness, their success and their motivation.

After a period of chaos and uncertainty, you now have a unique opportunity to unite your people more than ever before. This is your chance to course-correct, or reinforce your practice culture.

In this eBook, I am going to share 3 steps you can follow to successfully reintegrating your team post-lockdown.

STEP 1: UNCOVER YOUR EMPLOYEE'S VALUES

There is so much power in knowing what is important to your employees, on both a professional and personal level. Our values drive our behaviour and they underpin our life decisions. Our values allow us to make choices that we deem important, worthy, or desirable of our time and how we spend it.

Understanding what motivates your employees simply means you can do more of those things!

It's very easy to assume we know what motivates our team. Often we think it's monetary incentives, like pay rises or bonuses, but the reality is that employees have a range of individual motivations and it can often go beyond the tangible.

Success

Recognition

Progression

Variety

Stability

Purpose

Contribution

Learning



Values



FINDING AND UNDERSTANDING THE 'HOT BUTTONS'

1

Ask your employee, "What's most important to you about your career?", or "What's important to you about being a {*enter job title*}?"

2

Write down your employee's answers using their exact words.

3

Ask, "What else is important to you?" after they pause.

Ask "What else?" at least 3 more times to ensure you've extracted everything.



CONTINUED...

4

"Of all the criteria, what is MOST important to you?"

5

"And assuming you have {value}, what's the next most important thing on the list?"

6

Repeat Step 5 until you have their top 5 or top 10 values, depending on how much came out in Step 1.



VALUES: UNDERSTANDING EXACTLY WHAT THEY MEAN

Words are just labels for our experience. Two people may have the same values, but the words will have very different meanings for them.

If you understand specifically what someone means by their values, then you can:

- Do more or less of it.
- Know what 'hot buttons' to press to motivate and develop them.
- Have a more motivated and content employee.

Take each of the employee's top 5 values in turn and ask them up to 3 of the following questions to understand what they really mean:

What has to happen for you to know that you are/have ____?

How do you know when you're ___?

What does ___ mean to you?

What would have to happen for you to not feel ___?

What causes you to feel ___?

Now you know what is important to this employee, you can make adjustments towards ensuring they feel valued and fulfilled.

This might simply involve adjusting how you communicate with them, how you praise them, or you could go as far as adapting their role responsibilities so that their role is more aligned with what you know is important to them.

This will result in happier and more motivated employees, increased productivity, and higher levels of staff retention.

STEP 2: GET CLEAR ON YOUR GOALS

Do you know what your business is going to look like 1 year from now?

With the power of a strong vision combined with inspired action, anything is possible!

Now is the time to get really clear on what direction your practice is going to take next and use this vision as a compass for everything you do as a team.

Michelangelo once said: *"I saw the angel in the marble and carved until I set him free."*

Starting with a clear idea of your destination, means the steps you take are always in the right direction. The end vision is your frame of reference for planning and evaluating everything else.

Your vision is initially a creation in your mind which is then created in your physical reality.

Your reticular activating system is a wonderful mechanism that helps to make goals happen. Your RAS is a bundle of nerves at our brainstem that filters out unnecessary information so the important stuff gets through. You provide it with conscious direction (writing down goals and focusing on what you want) and you begin to attract people, resources, situations and opportunities into your life to match your desired outcome.



CREATE YOUR VISION

It is 1 year from now.
Everything has gone
really well in your
business, the way
you wanted it to.

Describe what you
see, hear and feel
going on around you.

Really lean into the
vision and make it as
real as possible.

Write in as much detail as possible:

- Where are you?
- Who are you with?
- What are they saying?
- What are you saying to yourself?
- How do you know you have undeniably achieved your outcome/goal?
- What's happening?
- How are you feeling?
- What is surfacing inside of you?
- What has reaching this goal done for you?
- What impact has it had on other areas of your life?
- What would life be like if all of this happened for you?



STEP 3: CONNECT & PLAN

You're clear on your values and have a compelling vision of the future of your practice. Now it's time to connect your team to this vision and let them be a part of it.

Get together as a team and share your renewed vision. Hold individual meetings too; meet your employees in their world and talk about how they are going to individually contribute to the vision, based on their values and strengths.

After you've embedded the vision, it's time to put a plan of action into place. Breaking your one year vision down into bite sized chunks will provide more structure and organisation to the tasks ahead, allowing you to review progress regularly. I recommend setting a 90 day plan as a team, noting down key priorities and delegating the required actions.

Research shows that employees are most engaged when:

- They know what's expected of them. They frequently receive recognition for doing well.
- They feel their employer has a genuine interest in them.
- They feel heard and their opinion is valued.
- Their contribution is aligned with the business objectives.
- They are working alongside motivated and engaged colleagues.
- They are able to regularly talk about their progress at work.





ADDITIONAL SOLUTIONS

For further help and advice on any of the steps in this eBook, [click here](#) to send me an email.

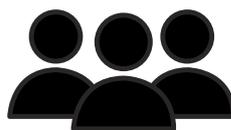
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