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## **SIX STEPS TO LIGHTING YOUR SUPPORT STAFF**

### **1. Build Team Spirit**

Build team spirit through regular group meetings and social events outside of the clinic.

### **2. Stir up passion through mentoring**

Assign mentors to newer employees and pass on their excitement and knowledge to your next generation of workers.

### **3. Keep employees on target with goal setting**

Work with each team member to develop a list of personal work goals – short, mid-, and long range – so you know what each person wants to accomplish and when.

### **4. Involve team members in decision making**

When people feel vested in the team's goals and decisions, they are more likely to tackle the tasks at hand whole-heartedly.

Team members often see both problems and opportunities early – so you benefit from listening to your staff, too.

### **5. Spark hard work and rewards and recognition**

Everyone loves to feel appreciated, so show employees you recognize their efforts with positive comments, handwritten thank-you notes, employee-of-the-month awards, extra vacation days, or what ever rewards will mean the most to them.

### **6. Spend more time on your top performers**

If you spend all your discretionary time with troublemakers, your top employees may feel neglected. Hold one-on-one meetings with your strongest workers and hold group meetings with those employees needing additional help.

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