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How can practice management software help train your team to succeed?

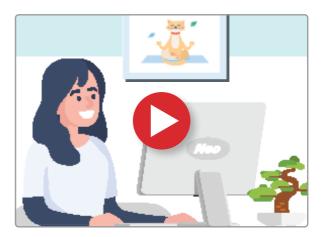Watch our on-demand webinars to learn more.

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Ready to reap the benefits of a highly trained team?

Follow the 8 steps in our guide

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Inside this guide you'll find:

• Advice from Tracy Dowdy, CVPM, founder of the Relationship Centered Practice Academy.

• A simple 8-step plan to succeed in training your team.

• A sample training plan to get you started.

[SUBJECT] Your 8-step guide to staff training is here

[PREVIEW TEXT] xxxxxxxxxx

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Thank you for your interest

We think you'll find this guide to creating a training plan for your practice useful and informative.

Download our guide.

Training Your Veterinary Practice Team
A practice manager's guide

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Training Your Veterinary Practice Team
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This how-to guide, created with input from Tracy Dowdy, CVPM, will help you create a training plan so your practice can reap the rewards of a highly trained team.

Training Your Veterinary Practice Team
A practice manager's guide

You are managing a busy veterinary practice, and staff training and development are often placed on the back burner. But as many practice managers have found out the hard way, the costs of not thoroughly training your staff far outweigh the costs of training them.

According to Tracy Dowdy, CVPM, founder of the Relationship Centered Practice® Academy, a thorough training program will:

• Attract new team members, including veterinarians and support staff.
• Ensure new employees are off to a good start.
• Empower the team and increase job satisfaction.
• Create a better practice culture and reduce staff turnover.
• Help compensate for the scarcity of skilled labor.
• Increase practice revenue.
• Help the practice avoid legal problems.

Companies that invest in comprehensive employee training enjoy:

24% higher profit margins*

*Profiting From Learning: Do Firms' Investments in Education and Training Pay Off? American Society for Training and Development, study published in 2000.

Follow these 8 steps to be well on your way to a successful practice training plan

STEP 1

Conduct a needs assessment.

What are the short- and long-term goals of the practice?
What skills are needed to accomplish these goals?
What skills does the team already have?

STEP 2

Choose a training coordinator.

This is the person who will implement your training plan. If it won't be you, consider an employee who is knowledgeable, experienced, well-organized, respected by staff and clients, and an exceptional communicator.

STEP 3

Determine how the training will be delivered.

The most successful practices train using a variety of methods, including the following:

- New-hire orientation
- Role-specific phase training
- Webinars
- Off-site continuing education

- Weekly training meetings
- Lectures and speakers
- Role-playing
- Group discussions
- Videos

Develop training protocols.

First, develop protocols that will apply to all training methods and positions. A few examples:

- Each new employee will be assigned a mentor, who will help the new team member through training and questions for the first month of employment.
- All team members will receive a training manual specific to job title.
- Training protocols and checklists will be incorporated in the practice information management software.

Next, create protocols and checklists for each training method. Your protocols should include the frequency and duration of each method, who will deliver the training, which staff members are required to attend, and the details of how each method will work.

For example

New-hire orientation

Frequency: One time

Duration: One day

Who: All new employees

Trainer: Training coordinator and new-employee mentor

Content:
- Brief welcome
- Introduction to mentor (the person whom the team member can go to with questions)
- Tour the facility and meet the team
- Complete required human resources paperwork
- Review employee handbook and training manual
- Review policy and procedure manuals that apply to all staff
- Provide a brief overview of each position in the hospital
- Review client and hospital handouts, newsletters, and bulletin boards
- Discuss the hospital's client-service philosophy and policies
- Provide general OSHA and safety training

STEP 5

Create a training proposal to ensure management is on board.

This outline of your plan should include the following:

- Goals of the practice
- Types of training proposed (e.g., new-hire orientation, job-specific phase training) and how each will help the practice achieve its goals
- Specific suggestions for team members who will help implement the plan (e.g., training coordinator)
- Length and schedule for each type of training
- How the success of the training will be evaluated

70% **of organizations say that staff turnover has a negative financial impact** due to the cost of recruiting, hiring, and training a replacement employee and the overtime work of current employees that's required until the organization can fill the vacant position.*

*Yazinski S. Strategies for Retaining Employees and Minimizing Turnover. Article published on HR.BLR.com. 2009.

STEP 6

Develop thorough training manuals for each role within the hospital.

Each manual will include new-hire orientation and requirements for ongoing training and education based on each role within the hospital.

STEP 7

Ensure the team is on board.

Hold an all-staff meeting to inform the team about the upcoming training changes.

STEP 8

Lean on your practice information management software for support.

IDEXX veterinary software offers proactive, dedicated support and training to ensure that all new team members are onboarded successfully.

Example training plan

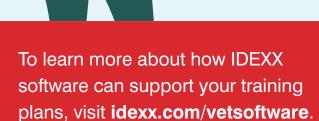This is a consolidated example training plan for a client care representative.

Day 1: New-hire orientation

- Welcome and introduction
- Tour of facility and meet the team
- Human resources paperwork
- Review employee handbook and training manual
- Review policy and procedure manuals
- Overview of each position in the hospital, and review of client-care representative job description
- Review client and hospital handouts, newsletters, and bulletin boards
- Discuss the hospital's client-service philosophy and policies
- OSHA and safety training
- Questions

Day 2: Client-care representative phase training

- Client check-in
- Client checkout and invoicing
- Mail protocols
- Making appointments
- Records: Creating, searching, etc.
- Opening and closing procedures
- Using the practice information management software
- Client service
- Questions
- Training quiz
- Review of training quiz results

Ongoing

- Weekly staff meetings
- Online and off-site continuing education

To learn more about how IDEXX software can support your training plans, visit **idexx.com/vetsoftware**.

Training checklist

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Training checklist

New-hire orientation

- [ ] Welcome and introduction
- [ ] Tour of facility and meet the team
- [ ] Human resources paperwork
- [ ] Review employee handbook and training manual
- [ ] Review policy and procedure manuals
- [ ] Overview of each position in the hospital, and review of client-care representative job description
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Client-care representative phase training

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