

How to Have More Good Days at Work

Thank you for attending webinar 1 of 4 in the Building Great Workplaces series. We hope you found the discussion useful and engaging and took something from it. We have summarised some of the key points and resources here for you to refer to when considering how to have your best days at work!

Practical Takeaways:

- ✓ Understand the key elements that contribute to personal wellbeing at work
- ✓ Explore methods for creating open communication and inclusivity within teams
- ✓ Discuss strategies to balance individual and team needs for a healthier workplace culture

Pressure and Performance

There is a difference between pressure and stress and it's often these two things are confused or ill-defined. Pressure is good for us; it enables you to perform to your best ability and to develop. However, people are individuals and vary in how they react to different sources of pressure, so what is motivating to one maybe stressful to another.

Looking at the pressure performance curve below, peak performance is when you are in the green zone, when the pressure is on, but you are communicating well, you are in flow, you are proactive and positive, the pressure is enhancing your performance. However, if the pressure is too intense or on for too long, then you will enter the red zone. The red zone causes the sense of overwhelm and the body and brain experience the signs of stress. In the red zone and when you are stressed, your performance decreases. Once again, the signs that you show and the reasons that have led you to enter the red zone are individual to you.

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Tips to take home:

1. Understand what makes a good day **for you**. This is essential, so no matter what happens during the day you can be aware of what you can do to influence more good days e.g. going for a dog walk/gym/run before work, etc. Or, can you be more purposeful about the interactions and impact you do have, rather than hijacked by the conversations and interactions that aren't so ideal?
2. Understand **as a team** what makes a good day at work (this maybe different to what works for you as an individual). Once you know, how will you be more purposeful about creating those conditions or helping each other and the team to perform and have a 'good day'? Consider putting the Pressure performance graph on your white board and using it as a visual reminder to check in during your huddles and throughout the day.
3. Make time for frequent check ins and resets during the day so that you have more influence and control on the tweaks and nudges to get you, and the team, back on track. Don't let yourselves be taken over all day by what happens first thing, nor clouded by the last task/interaction of the day. How do you ground yourself and others to be helpful?
4. We are all different - how are you and your team engaging with each other, using and influencing the differences you all have? Play to your strengths and areas of expertise within the team.

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Rob's 3 Questions (for positive individual or team interactions)

- What do I need to know or understand?
- What do you need from me?
- What can I do to support you?

Improved individual wellbeing, inclusive and supportive workplaces that enable people to have more better days at work require high levels of trust between managers and individuals, and within teams.

Food Standard Scotland – guest speaker - Arabella White

Food Standard Scotland scored particularly highly in the Great Workplaces accreditation. They ensure the following to keep the team connected and feeling their best for work:

- Regular 121s – these are key for consistent flow of information exchange and support
- Monday morning meetings are less formal and always start with a genuine ‘how are you?’ They appreciate that the team are humans first! Managers also ask, ‘how can we support each other?’ and ‘What can I help you with/what do you need?’
- FSS feel strongly connected despite being physically dispersed. They share knowledge regularly and team members always know there is a leader at the end of the phone for reassurance and advice

Things you can do

- Regular 121s Find out how your team members like to receive feedback and communication. Your role as leader is to first understand any situation or problem and secondly provide meaningful support.
- Regular clinical meetings are associated with better clinical outcomes for the animals in our care
- Use the Stop, Start, Continue method when discussing improvements with the whole team – what can we **stop** doing, what should we **start**, what to **continue** – thinking in this way helps with team support and helps everyone learn what works best for the team dynamic
- Be clear about role responsibilities – clear objectives and giving autonomy within those roles provides trust and supports good wellbeing at work

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Join us next time!

The poster is for a virtual event titled "Building Great Workplaces: Practical Tips for Veterinary Teams". The main headline is "Becoming a confident and competent leader". The event is scheduled for 26 February 2025, from 1-1.50pm, and will be held virtually via Zoom. It is hosted by Liz Mullineaux, BVA President, and Carlyne Crowe, Head of Training, VDS. The poster features the BVA and VDS logos at the bottom and a "GREAT WORKPLACES" ribbon logo in the top right corner.

Resources

[Great Workplaces by BVA](#)

[VetSafe by VDS](#)

[Royal College of Physicians – building effective teams](#)

[Kings Fund – effective teams](#)

[Prof Jason Spendelow, Harper-Keele Vet School, Vet Workplace Stressors \(UK\)](#)

[Improving wellbeing for veterinary professionals in chronically stressful workplaces - Spendelow - 2022 - Veterinary Record - Wiley Online Library](#)

[Occupational stress and coping strategies in experienced Australian veterinarians - Whitnall - 2021 - Veterinary Record - Wiley Online Library](#)

[Institute for Healthcare Improvement - Improving Joy in Work](#)