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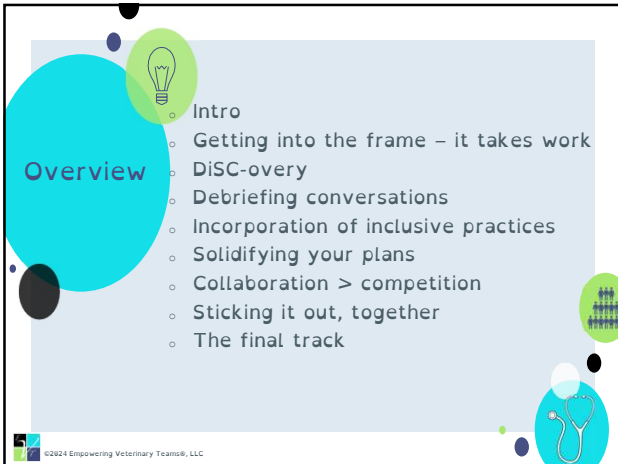
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**Frame- WORK**

**If you build it...**

- Basement aka the foundation
  - MVV
- Ground floor
  - SOPs
- 2<sup>nd</sup> story
  - VA, CSR, VT, DVM
- 3<sup>rd</sup> floor walkup
  - CVPM, MD
- Roof deck
  - PR, HR, etc.

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**Building Your Team UP**

- Orientation/onboarding
- Mission, Vision, Values
- Team meetings
- Feedback
- Growth & development
- Leadership training
- Walking the walk

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**Team-Centric Org Chart**

```

graph TD
    Clients[Clients] --- VAs[VAs]
    Clients --- CrVTs[CrVTs]
    Clients --- CSRs[CSRs]
    VAs --- Veterinarians[Veterinarians]
    CrVTs --- Veterinarians
    CSRs --- Veterinarians
    Veterinarians --- Management[Management]
    Management --- MedDirector[MedDirector]
  
```

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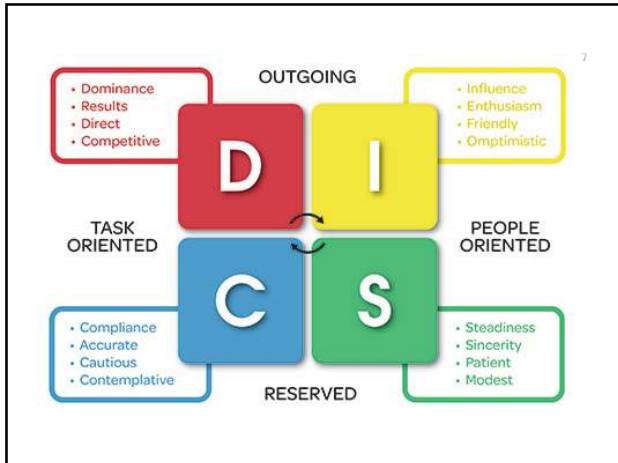
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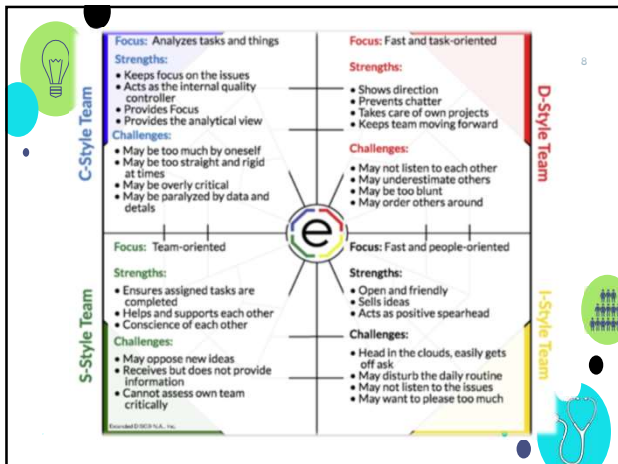
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## Debriefing: Do's & Don'ts

**Do's:**

- Utilize these convos as teachable moments
- After EVERY Code
- Check in post-op - when the patient is FULLY recovered
- Be constructive
- Objective perspective

**Don'ts:**

- During a Code
- Intra-op
- Leave that lunch break alone
- This is not a blame-game
- Not about the subjective

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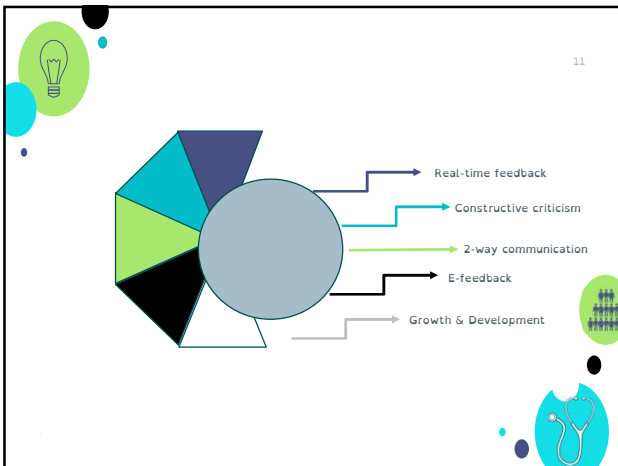
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## Inclusive Medicine

**Inclusion means:**

- Creating a psychologically safe & welcoming environment in which to learn, work & grow
- Companies with an inclusive culture are **8x** more likely to achieve better business outcomes - *McKinsey & Company, Deloitte*

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## LEVELS OF INCLUSION

**COMMUNITY**  
**Social inclusion** is physical, emotional, intellectual, spiritual, and quality of life

**CONNECTION**  
**Emotional inclusion** is beyond physical presence to relationship

**CONTRIBUTION**  
**Intellectual inclusion** is the dignity of contributing to the community

**CONTEMPLATION**  
**Spiritual Inclusion** is the pursuit of meaning and purpose

**COMPREHENSIVE**  
**Comprehensive Inclusion** happens with good health, quality of life, and where necessary a cure

digitalscribbler

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## Inclusive Medicine

<https://researcher.org/topics/peer-engagement/creating-communities-of-belonging-for-students-with-significant-cognitive-disabilities>

- A sense of belonging means all people can be their authentic selves and thrive!
- Employees are **3.5x** more likely to live up to their full potential when they feel like they belong at work - **2018 Belonging Barometer study**

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We **CREATE** an inclusive environment so that people **FEEL** like they belong

<b>INCLUSION</b>	<b>BELONGING</b>
is being asked to Dance	is dancing like no one's Watching

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**Making the Time & Space**

- o Self-assessment
- o Evaluations of:
  - o Practice
  - o Peer-to-Peer
- o Continuing education
- o External perspective(s)
- o Accountability partners
- o Read the room
- o Creating safe space(s)
  - o Literal
  - o Metaphorical

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**Collaborate > Compete**

- o Remember the 2X rule
  - o 2 pokes, you're done
  - o 2 times – check your math
  - o 2 VTs per DVM
- o Running a code is not a solo op
- o Surgery takes a team
- o So...

Surround yourself with experts!

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“

Place a pen on a flat surface in front of you

- o Try to pick it up with 1 finger
- o Now try 2 fingers
- o Add in a 3<sup>rd</sup>
- o Which method was the easiest?
- o How much time did each method take?

Just because we CAN do something on our own, does not mean that we SHOULD.

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## Last Track(s)

- It takes a village, or a team
- An inner DiSC-overy is often needed
- Be constructive not destructive
- We create inclusive spaces, so everyone feels that they belong
- There's a difference between taking & making the time – do both
- Direct, delegate, and defer
- Verb your life, take the action to get things happening!

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## Thank You!

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## Let's Stay Connected

- <https://empvet.team>
- [hello@empvet.team](mailto:hello@empvet.team)
- [empvetteam](#)
- [empvetteam.1](#)
- [Empowering Veterinary Teams®](#)

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