



CHAOS TO COHESION

Six Relational Shifts
That Strengthen Teams

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CO-AUTHORS • SPEAKERS • TEAM DEVELOPMENT EXPERTS



Rebecca Rose, RVT

Rebecca brings RVT wisdom, leadership energy, and real-world veterinary team experience to every session. She has a gift for turning experience, empathy, and team insight into practical tools that help people feel heard, supported, and ready to lead.



Michael Walker, Q.Med

Michael is the conversation coach in the room — part mediator, part leadership guide, and part professional “let’s talk about the thing everyone is avoiding” enthusiast.

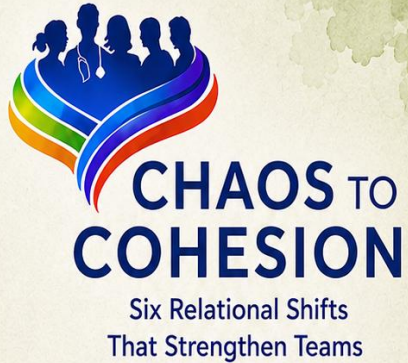




SHIFT 1

TRUST

The Soil We Stand on Together



— SHIFT **1** —

TRUST

The Soil

Trust creates
psychological safety.
It prepares the ground
for everything to grow.



STRONG ROOTS. STRONG TEAMS. BEAUTIFUL RESULTS.

Six Relational Shifts That Strengthen Veterinary Teams

SHIFT 1

TRUST

The Soil We Stand on Together



Trust
The Soil



Communication
The Roots



Commitment
The Trunk



Accountability
The Fiber



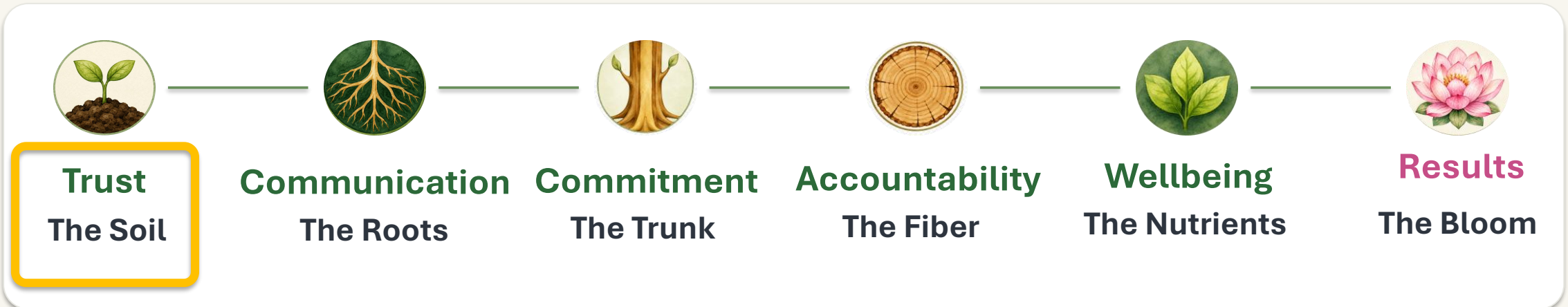
Wellbeing
The Nutrients



Results
The Bloom

The 6-session arc

One hour at a time. One practice at a time.



Today: fill only the Trust section. At the end: connect all six shifts into one personal plan.



SHIFT 1 - TRUST

The Personal 6-Shift Worksheets continue as the through-line.

Each session.
One shift. One Focus.
One Celebration.



PERSONAL WORKSHEET

Results Are the Bloom

The bloom is what everyone sees. The roots are not. Yet the roots create everything the bloom becomes.



TRUST
The Soil



COMMUNICATION
The Roots



COMMITMENT
The Trunk



ACCOUNTABILITY
The Fiber



WELLBEING
The Nutrients



RESULTS
The Bloom

Use this worksheet to identify one relational shift that matters now, translate it into a clear 30-day commitment, and notice the difference it makes for the pet, the pet owner, the veterinary team, and the hospital.

NAME _____

ROLE _____

HOSPITAL OR ORGANIZATION _____

DATE _____



WHY TRUST MATTERS NOW

Expertise is not the issue.
Trust is.

Veterinary medicine is built on knowledge. Teams usually break down when the relationship system cannot hold the pressure.



Trust is not a soft concept.

Trust is an operational condition.



When trust decreases

- Speed slows.
- Cost rise.
- Friction, delay, second-guessing and silence appears.

When trust increases

- Speed accelerates.
- Cost drops.
- Safety, morale, workflow and client confidence increase.





SHIFT 1 · TRUST



You have felt low trust in your body.

The tightening.

The pause.

The internal calculation: “Is this safe to say?”



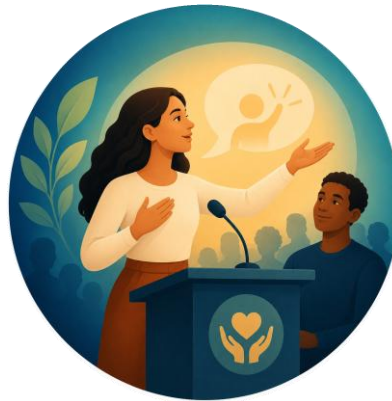
High trust feels different.

The emotional system knows the difference.



Heard

Without bracing



Advocating

Confidently for a patient



Moving

In sync with your team

**When trust is high, people protect the patient,
the client, and the team.**



What does HIGH trust feel like in a veterinary hospital?

Reflection: a moment of hesitation



Think of a time you:

- hesitated to speak up
- were not fully heard
- second-guessed saying something

What was happening?

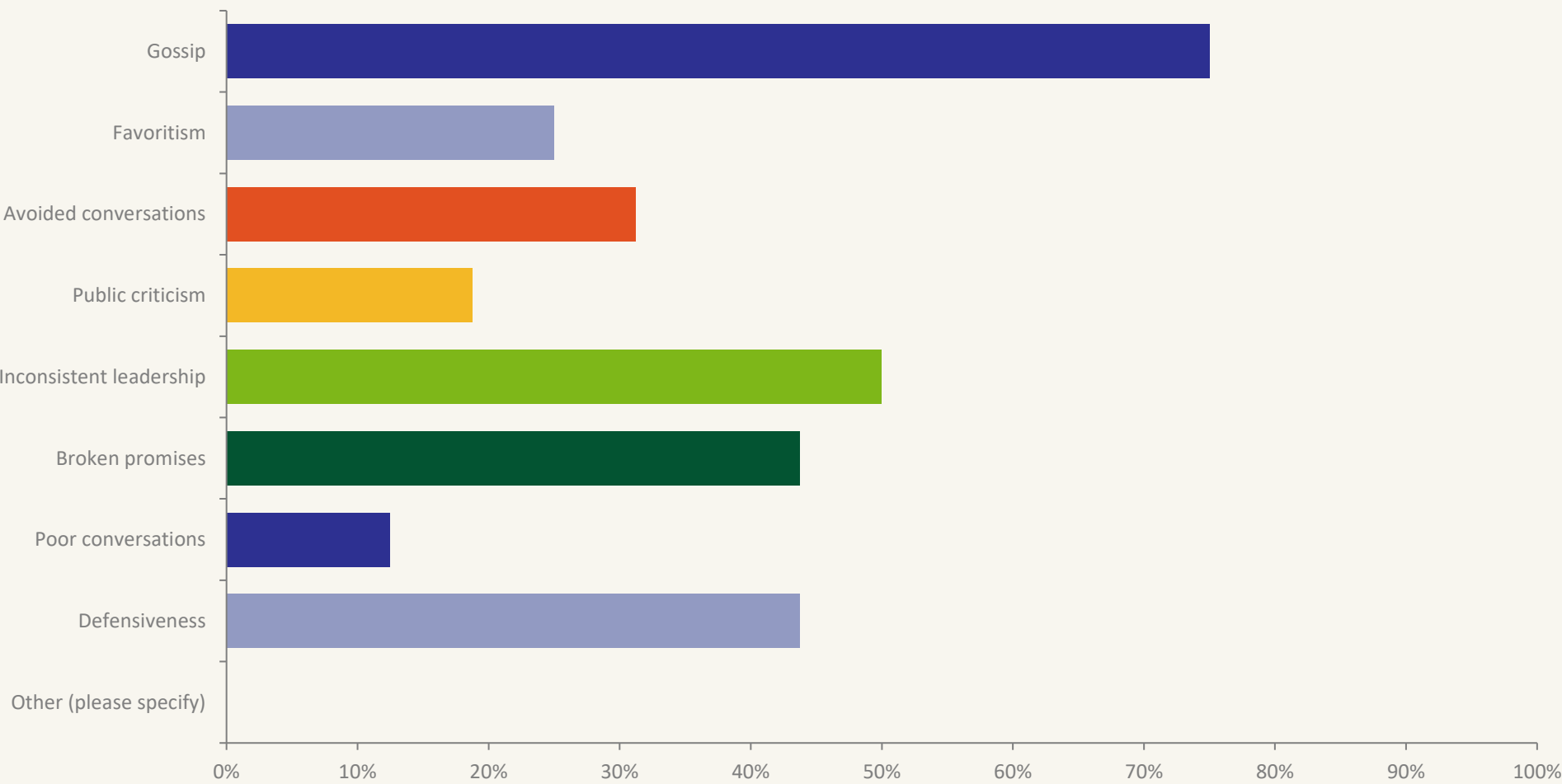
What was the impact?

Write first.

Then share one sentence.



Which behaviors most quickly damage trust?



WHAT TRUST IS NOT

Name the weeds before planting new behaviour.

- avoiding difficult conversations
- saying “yes” without follow-through
- gossiping instead of addressing directly
- staying silent to “keep the peace”
- showing up unprepared
- withholding feedback



Name it to Tame it



THE FOUR PILLARS OF TRUST

Trust becomes visible through behaviour.

Reliability
I will show up.



Empathy
I see you.



Authenticity
I will be real.



Responsibility
I own my impact.





RELIABILITY

“Can I count on you?”



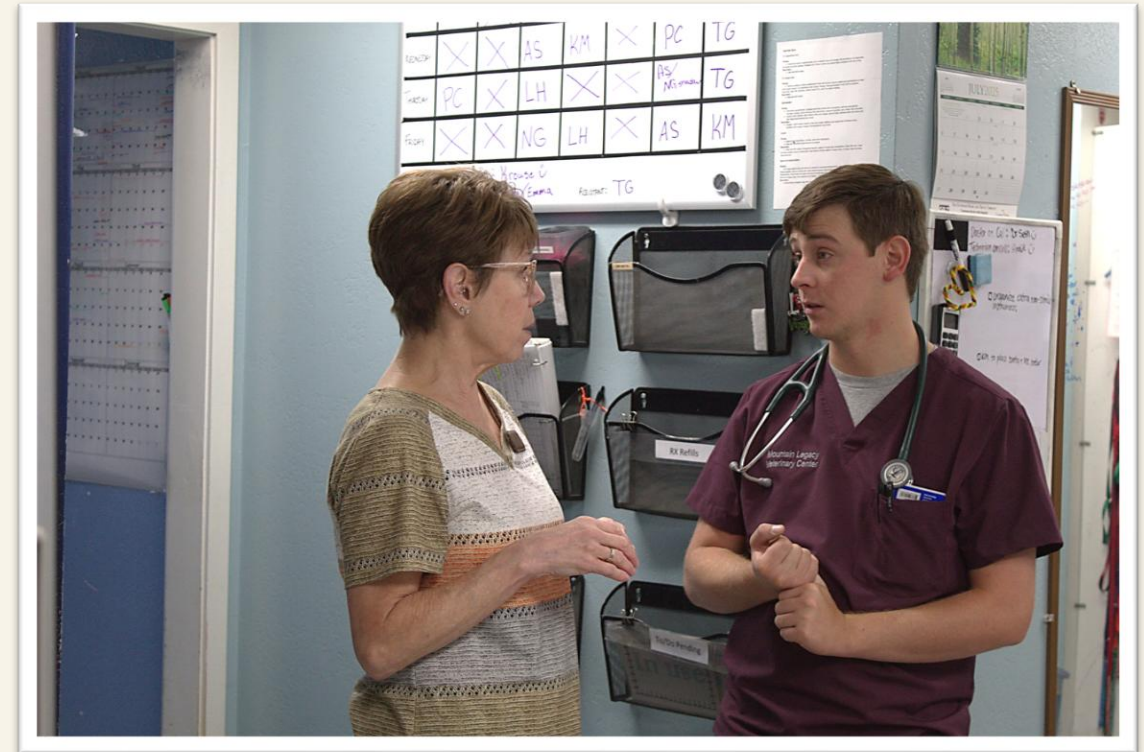
Consistency builds safety.

Follow-through.

Preparation.

Predictable handoffs.

Closing the loop.





EMPATHY

“Do you see what this is like for me?”



**Understanding before reacting
builds connection.**

Empathy does not mean agreement. It means slowing down enough to understand the human being in front of you.





AUTHENTICITY

“Are you being real with me?”



Honesty builds credibility.

“I am not sure yet.”

“I missed that.”

“Here is what I can do.”





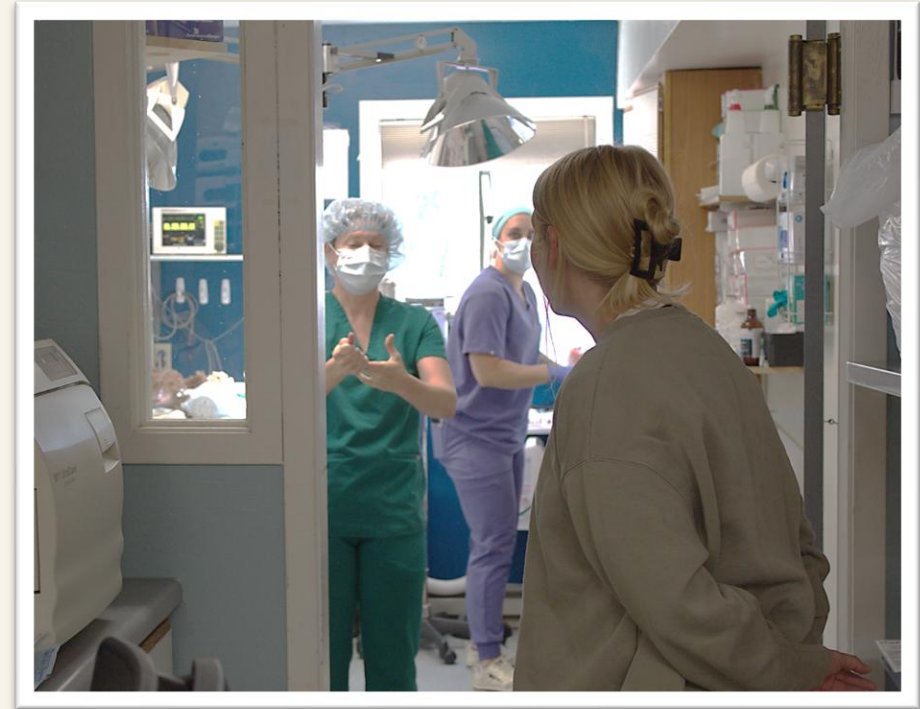
RESPONSIBILITY

“Will you own your impact?”



**Ownership without
defensiveness builds durability.**

From
“Who is wrong?”
to
“What needs repair, clarity, or
follow-through now?”



Self Assessment



Trust Pillar

Rating (1=5)

Reliability

Empathy

Authenticity

Responsibility

Reliability
I will show up.



Empathy
I see you.



Authenticity
I will be real.



Responsibility
I own my impact.



My strongest pillar is: _____

The pillar I need to strengthen is: _____



From awareness to practice

How do I build trust with _____?



Reliability

I will
show up.



Empathy

I see you.



Authenticity

I will
be real.



Responsibility

I own
my impact.



Do not try to fix everything.

Build one behavior. Repeat it. Make it visible. **Make it safe.**



The 30-Day Trust Builder

The behavior I will strengthen?

What this looks like in action
and relationship building?

How will I know it is working
(4 Pillars of Trust)?



HANDOUT INTEGRATION



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**CHAOS TO
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Six Relational Shifts
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OUR TEAM SMART GOAL

TURNING OUR FOCUS INTO ACTION

RESULTS ARE THE BLOOM

The roots create the bloom.



TRUST
The Soil



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RESULTS
The Bloom

Use this worksheet together to choose one shared focus, define the team behavior that will move it forward, and create a visible 30-day plan for action, support, accountability, and celebration.

TEAM OR DEPARTMENT

VETERINARY HOSPITAL OR ORGANIZATION

FACILITATOR

DATE





WHAT'S BEEN MOST VALUABLE?

Trust protects what matters.

Patient safety.

Team confidence.

Client relationships.

The human-animal bond.



From Trust to Communication



Next session: COMMUNICATION

If trust is the soil...
conversation is
the root system

From “Do we feel safe?” to
“Can we say what needs to be said?”

