



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 3

COMMITMENT

The Trunk That Strengthens Team Alignment



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Six Relational Shifts
That Strengthen Teams

SHIFT

3

COMMITMENT

The Trunk

Commitment follows clarity.
Clarity strengthens team alignment.



STRONG ROOTS. STRONG TEAMS. BEAUTIFUL RESULTS.

Six Relational Shifts That Strengthen Veterinary Teams

SHIFT 3

COMMITMENT

The Trunk That Strengthens Team
Clarity and Alignment



Trust
The Soil



Communication
The Roots



Commitment
The Trunk



Accountability
The Fiber



Wellbeing
The Nutrients



Results
The Bloom

The 6-session arc



Today we build the trunk: the place where clarity becomes aligned action.



Trust
The Soil



Communication
The Roots



Commitment
The Trunk



Accountability
The Fiber



Wellbeing
The Nutrients



Results
The Bloom

Trust creates safety. Communication creates clarity.
Commitment creates alignment.



SHIFT 3 - COMMITMENT

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 _____





Veterinary teams are rarely short on effort.

The issue is usually not a lack of caring.

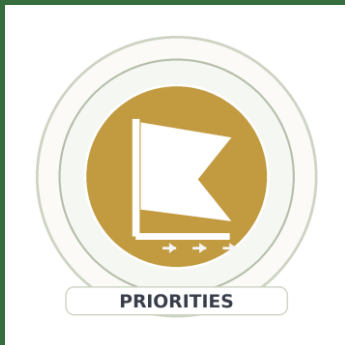
The issue is a lack of clarity.



When clarity fades, commitment weakens.



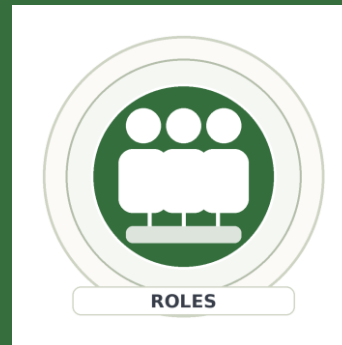
When there is a lack of clarity what happens?



Priorities



Expectations



Responsibilities



Timelines



Decision making



The difference between busy and committed

Motion does not equal momentum.



BUSY TEAMS

- motion does not equal momentum
- activity does not equal alignment
- discussion does not equal decision



The difference between busy and committed

Motion does not equal momentum.



COMMITTED TEAMS

- identify the priority
- name the timeline
- clarify the plan and the decision-maker



Vision, Values and Mission.....

What is your hospitals
vision, values and mission?





Shared vision creates alignment

Meaning makes hard work sustainable.



The Power of Alignment

Clarity and commitment in action.



- clear expectations
- trusted engagement
- psychological safety
- consistent messaging
- shared priorities
- prioritized demands



Clarity is everyone's responsibility

Clarity is not a personality trait. It is a shared practice.



summarizes decisions



confirms next steps



aligns priorities



checks understanding



clarifies expectations



reduces ambiguity



Celebrating the Wins

Transactional and relational wins working together



Transactional WINS

Heartworm
client
education
targets met.

Relational WINS

Our conversation
on practice
priorities that felt
safe.

Brainstorm a list of transactional and relational wins you are passionate about in your NEWVET clinic





Small wins build big commitment

Visible progress keeps people engaged.

Examples of visible progress:

- smoother handoffs
- stronger communication
- improved workflows
- reduced confusion
- successful repair conversations

Celebrating small wins reinforces reliability and shared purpose.



Alignment reflection

Rate the current level of clarity in one real initiative, workflow, or team responsibility.



Reflect on:

- Are expectations clearly understood? _____
- Are timelines clear? _____
- Are responsibilities defined? _____
- Are priorities aligned? _____

One area where greater clarity would improve commitment is:

One action that could strengthen alignment is:

Current level of clarity



1 = muddy and reactive

5 = clear, aligned, and actionable



30-day commitment practice

Choose one behavior to strengthen over the next 30 days.



My commitment focus:

What this looks like in action:

How this will improve team alignment:



Make it visible.

Make it simple.

Make it repeatable.



HANDOUT INTEGRATION



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PERSONAL WORKSHEET

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OUR TEAM SMART GOAL

TURNING OUR FOCUS INTO ACTION

RESULTS ARE THE BLOOM

The roots create the bloom.



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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 _____





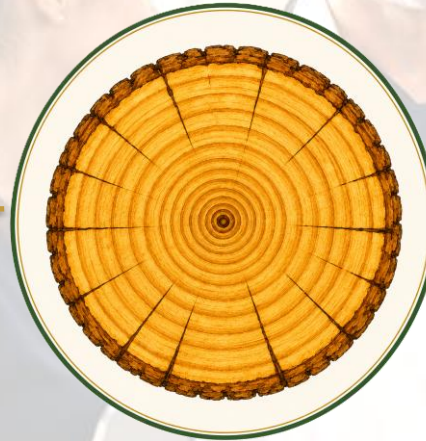
WHAT'S BEEN MOST VALUABLE?

Commitment is the trunk.

It holds direction, distributes strength,
and gives the team something solid to grow from.

From Commitment to Accountability

Alignment creates follow-through.



Commitment creates alignment.

Alignment creates follow-through.

Follow-through strengthens accountability.

Next session:
ACCOUNTABILITY

How do we
sustain
responsible
follow-through
together?"

