



CHAOS TO COHESION

Six Relational Shifts
That Strengthen Teams

Michael Walker & Rebecca Rose

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 6 - RESULTS

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 _____





WORKSHOP 7

COACH THE COACHES

Sustaining the Six Relational Shifts

Six Relational Shifts That Strengthen Veterinary Teams

WORKSHOP 7

COACH THE COACHES

Sustaining the Six Relational Shifts



Trust



Communic.



Commitment



Accounta.



Wellbeing



Results





The roots need tending.

Without reinforcement, even good learning can fade under pressure.

Coaching gives the team a way to pause, reflect, clarify, and keep moving forward together.





Coaching supports each shift

Each shift becomes stronger when it is reinforced through conversation.



Trust

supportive conversations



Communication

feedback and practice



Commitment

shared expectations



Accountability

respectful reflection



Wellbeing

awareness and pacing



Results

alignment and celebration

Coaching strengthens consistency and relationships.



Teams leave workshops motivated



Then Monday arrives and the real practice day resumes



- Patients need care.
- Clients need support.
- Schedules become full.
- Emergencies happen.

Culture is built through repeated conversations not a single workshop.

Four relational coaching moves through conversation



1

**Create
safety**

2

**Ask with
curiosity**

3

**Listen +
reflect**

4

**Turn
insight
into action**

The Supervisory Mindset

Supervision addresses performance



Tasks

What do you need
to complete?



Compliance

Are you following
the rules?



Outcomes

Have you met
your targets?



Direction

Are you staying
on course?



The Relational Coaching Mindset

Relational coaches influence growth



Awareness

What do you
notice?



Reflection

What are you
learning?



Learning

What will you
try next?



Confidence

What might
help next time?



Development

What support would help?



Unconditional curiosity opens the door.

Curiosity without opinion, expectation, or judgement starting with myself



Questions encourage awareness.



Awareness encourages reflection.



Reflection encourages ownership.



Ownership encourages growth.



Our system is perfectly
designed to achieve
the results we are getting.





We aren't trusting each other.....

The team isn't communicating.....

We aren't all rowing in the same direction.....

Nobody's taking ownership.....

Everyone seems exhausted.....

Every day another problem.....

The relational coaching mirror

Reflect on the Six Relational Shifts. Rate yourself from 1–5.



Trust

1 2 3 4 5

Rarely → Consistently



Communication

1 2 3 4 5

Rarely → Consistently



Commitment

1 2 3 4 5

Rarely → Consistently



Accountability

1 2 3 4 5

Rarely → Consistently



Wellbeing

1 2 3 4 5

Rarely → Consistently



Results

1 2 3 4 5

Rarely → Consistently

Which shift is your greatest coaching strength? Which is your greatest coaching opportunity? What evidence supports your answer?





Coaching happens in small moments.

Most coaching occurs in brief conversations throughout the day.

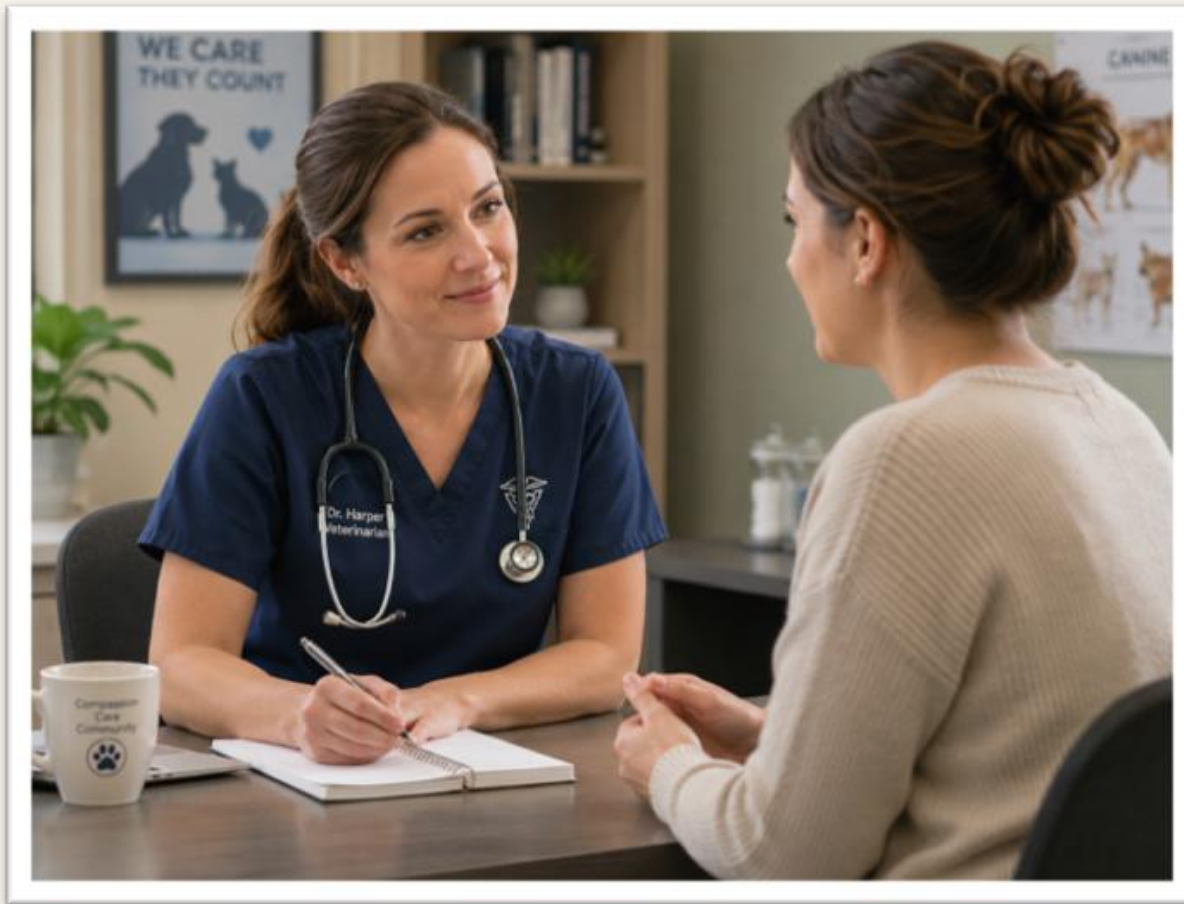
**When are you
engaging in
coaching?**





When feedback helped you grow

Before coaching others, remember what supportive guidance feels like.



**Who in your life has
been good at giving
and receiving
feedback well?**





Coaching supports each shift

Each shift becomes stronger when it is reinforced through conversation.



Trust

supportive conversations



Communication

feedback and practice



Commitment

shared expectations



Accountability

respectful reflection



Wellbeing

awareness and pacing



Results

alignment and celebration

Coaching strengthens consistency and relationships.



The next coaching conversation

Think about a colleague or team member who could benefit from coaching.



Who could benefit from a coaching conversation?

Which shift would most support their growth?

What coaching question could you ask?

What insight might that question help them discover?

Choose the shift



Trust



Communication



Commitment



Accountability



Wellbeing



Results



30-day coaching practice

Choose one coaching behavior to strengthen.



One coaching mindset I will strengthen:

How this will support my team:

Where I will practice this mindset:



Awareness



Reflection



Learning



Confidence



Development





WHAT'S BEEN MOST VALUABLE?



Trust

supportive conversations



Communication

feedback and practice



Commitment

shared expectations



Accountability

respectful reflection



Wellbeing

awareness and pacing



Results

alignment and celebration





CHAOS TO COHESION

Six Relational Shifts
That Strengthen Teams

Michael Walker & Rebecca Rose

CO-AUTHORS • SPEAKERS • TEAM DEVELOPMENT EXPERTS

