

Team Member Name
Role

- () Vet
- () Nurse
- () Reception

Your say

What achievement at work are you most proud of ?

What aspects of your job do you like and wish to keep doing?

What aspects of your job do you dislike and wish to stop doing?

What activities relating to your job would you like to start doing?

In what areas of your job would you like more support?

How can the business help you in your current role?

What de-motivates you about your position?

Is there a recent change we have made that you didn't understand or would like more clarity around?

What might be an inexpensive thing we can do to improve the care of our Patients and/or clinic?

Have you got any concerns/issues with any team member?

Do have any further subjects you want to address?

Goal Setting

What work goals do you have for the next 6 months ?

What goals did you tick off in the last 6 months?

Moments of Truth

How can we improve our client experience?

Self Reflection

It's all about you. Sometimes this is challenging to think about but, the improvements that can be rewarding if you identify any areas you need to work on

Personal Attributes *

	Rarely	Sometimes	Always	Roles Model/able to teach others
Do I work with a positive mental attitude?	()	()	()	()
Do I show flexibility within the work place?	()	()	()	()
Am I on time?	()	()	()	()

Do I abide by the company uniform policy , maintaining the highest standard expected of the profession?

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	Never, I blame others	Sometimes, I make excuses	Frequently, but sometimes I know slip up	Mostly, but I accept responsibility and move on	Always
Do I play above the line	()	()	()	()	()

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	Inclined to operate on my own or clash with others	Sometimes	Meets expectations, will work towards a common goal	Strives to add value to the team where possible	Role model who is able to drive the team cohesion
Am I a team player?	()	()	()	()	()

Culture and Values *

	Yes	No	Some
Do I know our core values?	()	()	()
Am I a strong customer and patient advocate?	()	()	()
Do I know the nurse assisted consultation routine?	()	()	()

Communication skills: *

	Never	Rarely	Mostly	Always	Role Model (can teach others)
Do I answer the phone in line with practice policy and use the the 7 steps ?	()	()	()	()	()
Do I accurately record conversations with clients, messages etc ?	()	()	()	()	()

Do I effectively verbally communicate with my colleagues ?	()	()	()	()	()
Do I effectively verbally communicate with clients?	()	()	()	()	()
Am I able to operate Rxworks, Slack, Zenshifts and Xerome effectively ?	()	()	()	()	()
Do I always prebook appointments (BIINs)?	()	()	()	()	()

Customer Care *

	Yes	No	Yes I can teach others
Do I make effective conversation with cold callers?	()	()	()
Can I effectively inform and interact with a new client a new client ?	()	()	()

Organisational and problem solving skills *

	Never	Rarely	Mostly	Always	Role Model
Do I prioritise my tasks for the day effectively?	()	()	()	()	()
Do I work productively when unsupervised?	()	()	()	()	()
Can I collect, analyse and organise information to enable me to make the right decision independently?	()	()	()	()	()
I am clear with my priorities and effective with my time management?	()	()	()	()	()
Do I complete standard practice task management system effectively?	()	()	()	()	()
Do I show creativity and flexibility in problem solving?	()	()	()	()	()
Do I contribute solutions to work place problems ?	()	()	()	()	()

Do I contribute with suggestions for business improvements ?	()	()	()	()	()
Am I able to deliver individual projects on time ?	()	()	()	()	()
Do I meet the deadlines required of me in my daily role?	()	()	()	()	()
Do I approach my cases with a problem solving skills and logic ?	()	()	()	()	()

Technical Skills

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	Never	Rarely	Mostly	Always	Role Model can teach someone
Do I treat all pets with compassion and respect ?	()	()	()	()	()
Do I understand and carry out instruction under the direction of the vet/manager ?	()	()	()	()	()
Do I complete patient treatment plans (Whiteboard)	()	()	()	()	()
Do I offer general health care advise to patients?	()	()	()	()	()
Do I follow admission procedure?	()	()	()	()	()
Do I follow discharge procedure?	()	()	()	()	()
Do I check reminders ?	()	()	()	()	()
Do I act on patient reminders ?	()	()	()	()	()

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	poor requires immediate attention	Improving but need further training	OK could always do better	Very Good, consistent trainin	Role Model can teach someone
How do I rate my skills?	()	()	()	()	()
How do I rate my confidence in handling animals?	()	()	()	()	()
Do I offer general health care advise to patients?	()	()	()	()	()
Do I meet the expectations of me in the running of a veterinary hospital?	()	()	()	()	()
Do I keep the cleaning standards of HPVH?	()	()	()	()	()

What support do you need to improve your technical skills ? .