Monthly Employee Meeting Agenda

Introductions

If there are any new team members greet them at the beginning of the meeting and introduce them to the team. I have found it is best to have a short statement prepared, nothing official, just what you know about them to this point. Always state that you are excited for them to be a part of the team.

Example: Team, I want to introduce Chelsea, she comes to us from XYZ Animal Clinic with 4 years of experience. She has 2 dogs and a cat, she will be training in our nursing department with Amber (head/lead/senior nurse). Please assist her with any questions she may have. Chelsea, would you like to add anything?
The new team member usually responds with a few short sentences.
Conclude and transition: Chelsea, thank you, we are excited to have you join us.

Let's get started with our meeting

Mission Statement

Have the Mission statement displayed in a manner that is visible to the whole audience. I hand-wrote mine on posters to start and transitioned to a digital slide once I had a projector. In the first meeting I implemented reading the Mission statement, I read it aloud to the group. After that, I engaged the team and had them go around the room each reading a sentence.

After reading the Mission statement, reiterate the importance of performing to the standards in the statement.

Old News

Review your previous month's meeting notes. Anything that was a topic belongs in this section.

If the topic had been addressed, give an update.

<u>Example:</u> in the last meeting we discussed the prescriptions how to improve our prescription process. We decided that adding them to the nurse schedule in a different color will be effective and to this point has been a great job!

If the topic is ongoing and still needs to be improved on, elaborate.

Example: in the last meeting we discussed the grooming room not being cleaned properly at the end of the day, we agreed that adding it to the checklist in a different color would bring more attention to the process, unfortunately, this has not worked. Does anyone have any feedback or suggestions on ways we can improve?

Open this time up for free dialog and take notes, often the solutions come from the employees. If a solution is agreed upon, your next steps will be adding it in bold to the meeting agenda post-meeting, and following up with the steps of the solutions so that everything is clear and in writing. If you need to adjust a checklist or make new documentation to support the solution, do so within 24 hours of the meeting.

New News

Use this section to bring up new topics.

Some new topics have already been discussed and a decision has been made. Use this section to highlight the new process and train the employees.

This is a great opportunity to get the team involved with the decision-making process. If there is a problem that needs a solution, solicit the expertise of the employees!

This should be an open dialog with the team. Often I will note on the meeting agenda that we need to discuss a certain topic. I want to hear what the employees have to offer in regards to the topic. Brainstorm and take notes. If a solution is found, your next steps will be adding it in bold to the meeting agenda post-meeting, and following up with the steps of the solutions so that everything is clear and in writing. If you need to adjust a checklist or make new documentation to support the solution, do so within 24 hours of the meeting.

Monthly Employee Meeting Agenda

New News (cont.)

If you are training on a new topic, have supporting documentation. Pass out a protocol or policy on the new topic and go over the steps with the employees.

<u>Example:</u> We are going to be introducing Proheart 12 to our clients. Here is the information on ProHeart 12, which patients are eligible, and the pricing structure. (go over any specifics that need attention)

If a problem needs a solution

<u>Example:</u> We have struggled with our follow-through process when we refer clients to a specialist. We need to be touching base with these clients throughout the process to update them. Does anyone have suggestions on how we can assure this process with happen?

Conclusion of Meeting
Give a recap of major points and dates that the follow-through will be completed.

Next Meeting Date
Pick a consistent day for the monthly meetings. In the December monthly employee meeting, give each employee the schedule for next year's meetings.
Example: The first Thursday of the month.

Employee Recognition
Find ways to highlight good behavior and performances from team members, or highlight a team member's anniversary.
*Pro Tip: use Woofs & Pets Program