

FIRST LINE MANAGERS ACHIEVE THEIR FULL POTENTIAL



SPANNING THE LENGTH AND BREADTH OF THE UK, XLVETS IS A GROUP OF INDEPENDENTLY OWNED, PROGRESSIVE VETERINARY PRACTICES THAT WORK TOGETHER; SHARING EXPERIENCE, KNOWLEDGE, SKILLS AND BEST PRACTICE TO ACHIEVE AND DELIVER THE HIGHEST STANDARDS OF VETERINARY CARE AND PRODUCTIVITY. WORKING ALONGSIDE ACADEMIC BODIES AND COMMERCIAL RESEARCH AND MANUFACTURING COMPANIES, XLVETS IS NOW RECOGNISED NATIONALLY AS A 'QUALITY MARK' FOR VETERINARY PRACTICE.

CASE STUDY: XLVETS



THE CHALLENGE

First line managers in veterinary practices are often promoted from within, sometimes with very little or no leadership training. They can find themselves managing colleagues who are also their peers, having to appraise these individuals or having to manage conflict within their former teams. Additionally, they often need to perform a dual role, coupling a veterinary job with that of department manager. Brathay was approached by XLVets to design and deliver a programme to support the development of these managers.

THE SOLUTION

After consulting with XLVets veterinary practice managers and first line managers, Brathay worked closely with XLVets Training Services to design and deliver an innovative leadership and management programme.

The programme comprised of five modules delivered over six months, covering personal leadership; leading your team; developing your team; performance improvement; and managing conflict and change. To maintain momentum and give the programme real world relevance, between the modules the programme uses online learning, small group meetings, and project work to share best practice.

At the end of the programme, participants had the option to undertake the Institute of Leadership and Management's nationally recognised Level 3 qualification through Brathay's ILM accreditation.

OUTCOMES

The managers attending the programme were able to return to their practices better equipped for their roles, able to manage their own and their team's performance and draw on a range of tools and techniques for handling the day-to-day running of their business. The success of the initial pilot programme and the return on investment seen by the business has led to a nationwide rollout of the programme.

"I FEEL I'M ALREADY BETTER EQUIPPED TO FULFIL AND DEVELOP MY ROLE. IN JUST TWO DAYS I LEARNT SO MANY NEW TECHNIQUES AND SKILLS, ALONG WITH RECOGNISING THOSE I ALREADY HAD. I RETURNED FROM THE COURSE FEELING INSPIRED, MOTIVATED AND MORE CONFIDENT IN MY OWN ABILITIES."

XL VETS
Practice Manager
