

Tips for Clinic Team Building



The perfect world is the perfect number of perfectly-skilled people working perfectly together.

Surprisingly, most of our veteran volunteers stopped volunteering when we expanded into our own clinic. The social atmosphere and workload completely changed. Instead of 40-60 volunteers for 100-150 cats, we now perform 50 surgeries with 2-4 volunteers. Our current volunteers enjoy being part of a small, close-knit, efficient team with a full workload. Their personalities are virtually opposite of those who enjoyed the MASH-type clinics of the past.

TEAMS THAT FAIL MAY BE:

- The wrong mix of talented people
- Too many of the right mix of people
- Either can create distraction, which reduces efficiency and compromises safety for the cats

POOR RETENTION MAY RESULT FROM:

- Too few volunteers, resulting in excessive workload
- Too many volunteers, resulting in insufficient work for all
- Poor training and feelings of inadequacy
- Not understanding the physical stamina needed

TIME, PATIENCE & LUCK

We currently have several teams of amazing volunteers who make our success possible. Cultivating the ideal volunteers requires time, patience and some luck.