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The Skill-Will Matrix: The Secret to Boosting Team Performance

This worksheet is designed to help you assess and improve your veterinary practice team's performance using the Skill-Will Matrix concept.

The Skill-Will Matrix is a powerful tool that helps you understand your team's performance based on two key factors:

- Skill: The ability and knowledge to perform tasks effectively.
- Will: The motivation and desire to apply those skills.

By plotting your team members on this matrix, you can identify:

- Star performers (High Skill, High Will)
- Capable Contributors (High Skill, Low Will)
- Enthusiastic Beginners (Low Skill, High Will)
- Low Performers (Low Skill, Low Will)

How to Use This Worksheet:

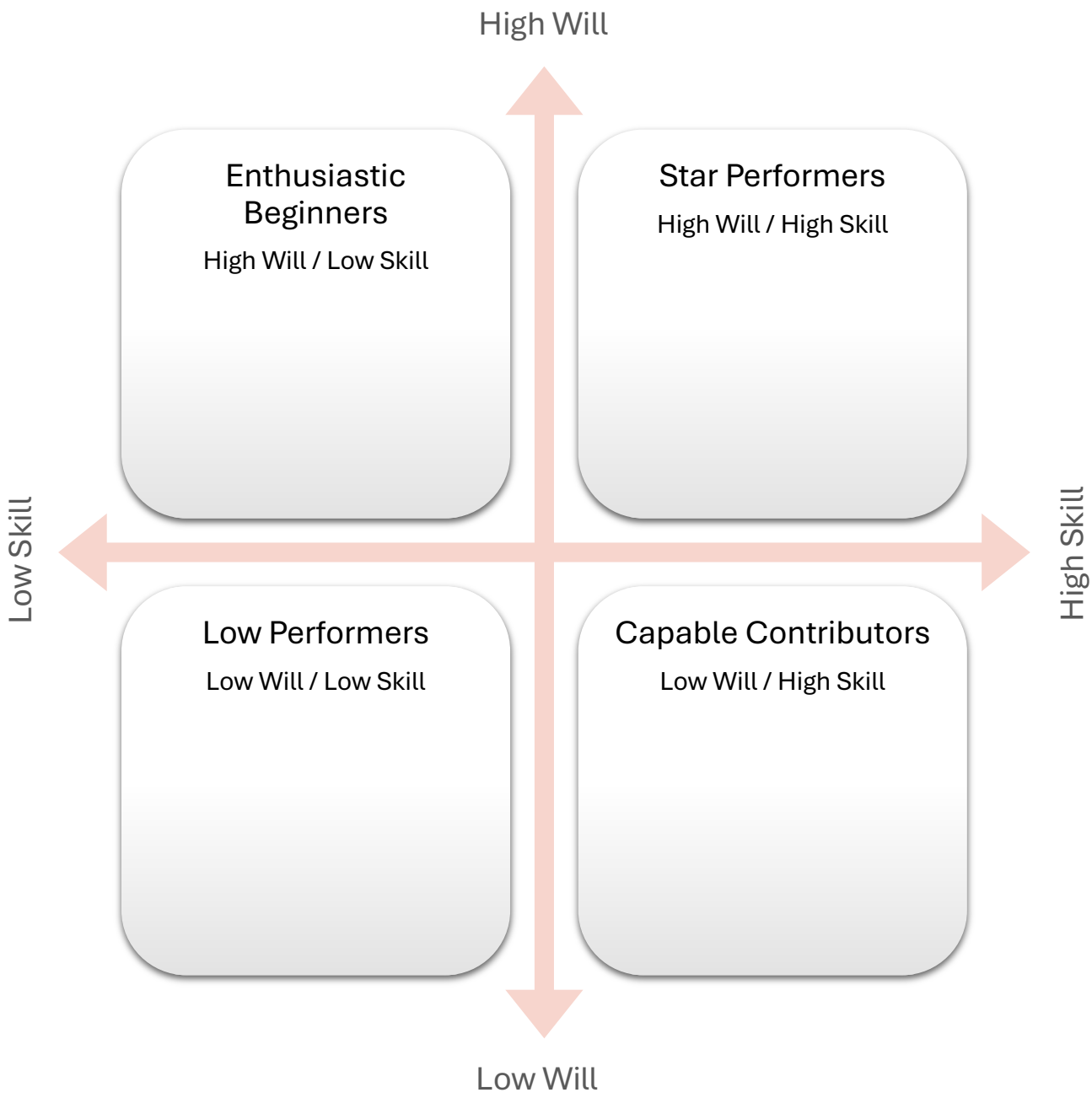
- Read the two blogs on Vetting Reality:
  “Stop Guessing, Start Assessing: How to Level up your Team’s Performance Right Now.”
  “Adapt Your Leadership, Change Your Practice: How to Get the Best Out of Every Employee.”
- Review the Skill-Will Matrix to understand the four quadrants.
- Read through the Quadrant Details to familiarize yourself with each type of employee.
- Use the Assessment page to map out your team members.
- Use the Development page to plan your management approach.
- Regularly revisit and update your assessment to track progress and adjust your strategies.
- Remember, the goal is to help each team member move towards the High Skill, High Will quadrant. With the right approach, you can boost your team's performance and create a more harmonious, productive workplace.
- Let's get started on leveling up your team's performance!

You don’t have to do this alone. Feel confident in your leadership with an expert coach at your side. Reality Vet Coaching & Consulting is here to help. Scan the QR code for more information or email me at drkellycooper@realityvet.com.

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The Skill-Will Matrix Assessment

Where do your team members belong on the matrix?



Quadrant Details

High Skill, High Will (Star Performers)

Characteristics:
- Highly skilled and knowledgeable
- Self-motivated and proactive
- Takes initiative and solves problems
- Reliable and takes on extra responsibilities

Pros:
- Drives team performance
- Can handle complex tasks independently
- Often serves as a role model

Cons:
- May become bored if not challenged
- Risk of burnout due to high workload
- Potential for competitive behavior

Support Strategies:
1. Provide new challenges and responsibilities
2. Offer opportunities for advanced training
3. Involve them in mentoring or teaching roles
4. Recognize and reward their contributions
5. Monitor workload to prevent burnout

High Skill, Low Will (Capable Contributors)

Characteristics:
- Highly capable and but can lack motivation
- Rarely goes above and beyond
- May seem disengaged or uninterested

Pros:
- Can perform tasks efficiently when motivated
- Has valuable skills and experience
- Reliable and predictable

Cons:
- Underutilized potential
- May negatively impact team morale
- Risk of skill degradation over time

Support Strategies:
1. Seek to understand the source of low motivation
2. Remind them of their impact on others
3. Offer new responsibilities or a change in role
4. Set clear expectations and goals
5. Provide growth opportunities in area of interest

Low Skill, High Will (Enthusiastic Beginners)

Characteristics:
- Enthusiastic and eager to learn
- May lack experience or specific skills
- Quick to volunteer and highly motivated

Pros:
- Positive attitude can boost team morale
- High potential for growth
- Adaptable and open to feedback

Cons:
- Prone to mistakes due to lack of experience
- May require more supervision and guidance

Support Strategies:
1. Develop a comprehensive training plan
2. Pair with a mentor or experienced team member, such as a high performer
3. Provide clear guidelines and protocols
4. Encourage questions and create a safe learning environment
5. Set achievable goals and offer regular feedback
6. Recognize and praise effort and improvement

Low Skill, Low Will (The Challenges)

Characteristics:
- Struggles with job requirements
- Shows little motivation to improve
- May resist feedback or changes

Pros:
- These team members highlight areas for improvement in hiring or training processes

Cons:
- Can negatively impact team performance and morale
- Requires significant oversight to manage

Support Strategies:
1. Give honest feedback about performance
2. Create an improvement plan with goals
3. Offer additional training and support
4. Consider reassignment to another role
5. Be clear about potential consequences
6. Celebrate small improvements
7. Schedule regular check-ins to monitor progress
8. Separate if not improvement

Development Worksheet: Create a Development or Intervention Plan (copy this page)

Team Member Name: _____ Today's Date: _____

Skill Level? High Medium Low Motivation Level? Inconsistent High Medium Low

What resources, training, or development are top priorities to support this team member?

_____

_____

_____

Notes:

_____

_____

_____

Team Member Name: _____ Today's Date: _____

Skill Level? High Medium Low Motivation Level? Inconsistent High Medium Low

What resources, training, or development are top priorities to support this team member?

_____

_____

_____

Notes:

_____

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Team Member Name: _____ Today's Date: _____

Skill Level? High Medium Low Motivation Level? Inconsistent High Medium Low

What resources, training, or development are top priorities to support this team member?

_____

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Notes:

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