



From the desk of Dr. Leon Roggenbuck

March 1st, 2018

Last month Dr. Michelle wrote about building a culture of excellence on your dairy. She inspired me to elaborate on this goal.

A culture of excellence can only be achieved through teamwork, and trust is the foundation that an effective team is built upon. I think we all understand that, but do you know there is one quality that leaders possess that will build trust quicker than any other? That quality is vulnerability.

Pat Lencioni is a highly sought after corporate team builder/coach. If you go to YouTube and type his name into the search bar you will find a 40 minute talk on the 5 dysfunctions of a team. In this awesome and entertaining presentation he will spend more time talking about the value of vulnerability in building trust than any other subject. (Please watch this video, because he will illustrate the point far better than I can do in this newsletter. Video link can be found at thumbvets.com/events/newsletters.)

This all may seem counter intuitive because we like to glorify strong leadership skills. If you think about it though, it actually makes a lot of sense – when a leader of a team admits he made a mistake, or could have done something better, it instantly tells the rest of the team two things.

1. They can trust that this leader values the team, and its goals, enough that he will honestly assess his own performance. He won't look for a scapegoat to blame bad results on.
2. It shows, by example, that they can do the same. They will feel comfortable to share that they should have done something better or different. They may even feel comfortable to share a better idea of how to accomplish a goal even if it contradicts previous plans of the team leader.

Earning trust through vulnerability MUST come from the top down. If the leader/owner is not vulnerable then he is letting the rest of the team know that they can't be either.

All of us at Thumb Veterinary Services have been on some teams that have accomplished this culture of excellence and the results are amazing. Improved

performance and employee retention is what we see. We want to be on these teams in the future with you. So please watch the video and let's do it together.

Free Vaccines!

For a limited time, purchase any of the following and receive a rebate for the full purchase price:

- Five 10-dose bottles, one 50-dose bottle, or two 25x1 dose trays of Bovilis Coronavirus
- Five 10-dose bottles, one 50-dose bottle or two 25x1 dose trays of Vista Vaccines or Once PMH

Offer valid on purchases placed January 15, 2018 through May 31, 2018. No more than 10 coupons (500 doses) can be redeemed per customer. To obtain your rebate coupon, either call the clinic or email katied@thumbvets.com.



Drop Ship Backorders

As most of you may be aware, a handful of products have been placed on backorder since the beginning of the year. While we are trying our best to get these items to you, please be aware of the following alternatives:

<u>Product</u>	<u>Alternative</u>
Polyflex	Generic Ampicillin
Dry Clox	Orbenin DC
Orbeseal	MastiShield or Lockout

Upcoming Meeting

Transition Calf Tips with Dr. Mike Bolton
Wednesday, March 21, 2018 @1:30 PM & 5:00 PM
To RSVP, or for more information, please call (810)376-2425



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