



ANNUAL REVIEW 2024

WORKPLACE COACHING
VOUCHER PROGRAMME

VETJOY

ZOETIS FOUNDATION

Supported by a grant from

zoetis foundation

EXECUTIVE SUMMARY

In 2024, the Zoetis Foundation and FVE offered 19 coaching vouchers across Europe. The participants had to answer a pre-evaluation survey and a post-evaluation survey. Both surveys consisted of 10 questions. This report offers an overview of the participant's answers.

Before the coaching, 58% of the participants had already participated in at least one similar coaching before, and 90% of them demonstrated no concerns about the coaching process. Participants expected improvements mainly in communication (41%) and team cohesion (36%) and hoped to enhance team collaboration (30%) and conflict resolution (23%).

The feedback from the coaching sessions showed that it helped further define the goals and objectives and allowed major improvements in communication (49% of all answers). Participants made significant progress in the areas they wanted to develop and successfully addressed their challenges thanks to the coaching sessions.

After the coaching, no more improvement was needed, according to 65% of the participants. However, 35% of participants acknowledge that some areas still needed improvement, such as communication.

Overall, 90% of the participants were very satisfied with the coaching session, and 26% declared spontaneously that more activities like the coaching would be beneficial for their organisation.



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Workplace Coaching Voucher programme

In the past decade, research indicated that veterinarians from all sectors of the profession are facing high levels of stress, which contribute to burnout and adversely affect the quality of care they deliver. FVE, with the generous support of the Zoetis Foundation, offered veterinary workplace coaching vouchers across Europe. This report aims at analysing the benefits of these vouchers throughout the year 2024.

METHODOLOGY

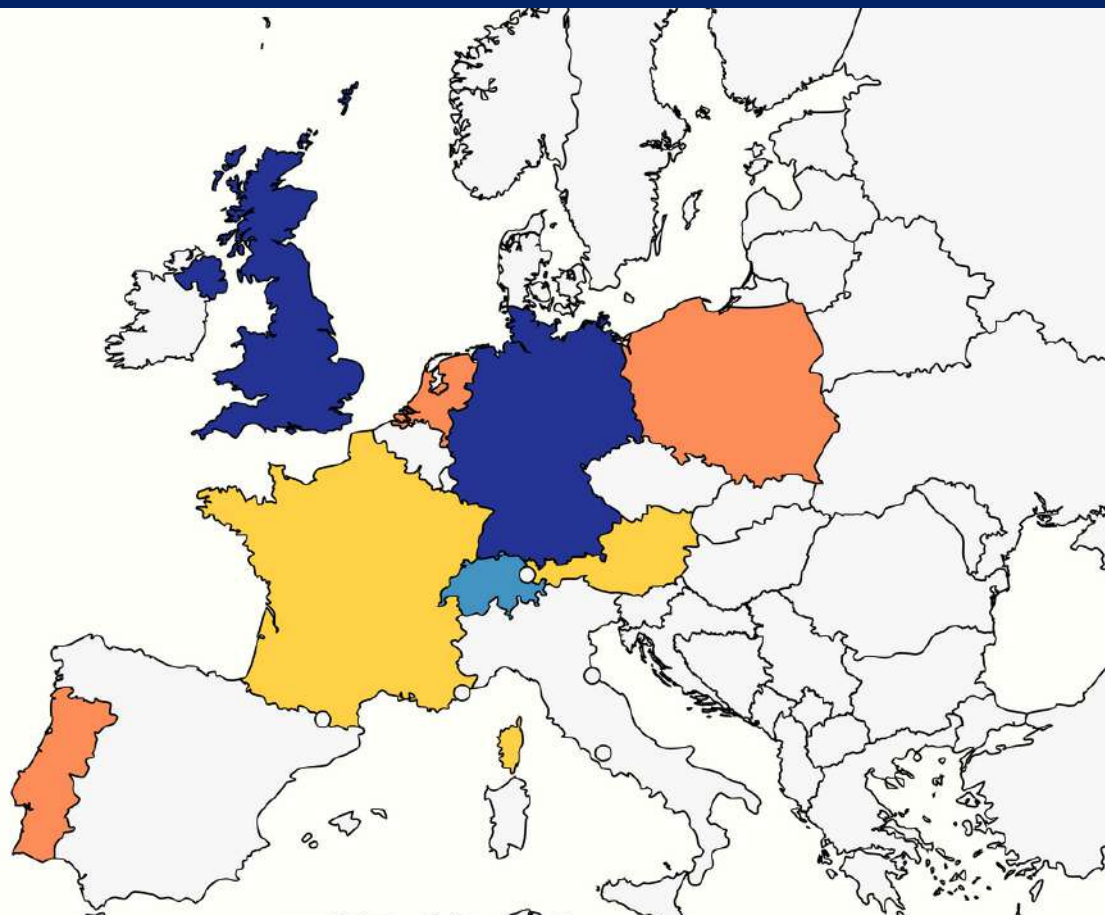
Data collection: Data collection was obtained through online surveys. Two forms were sent to the person in charge in the participating organisations: one form was sent before the coaching session, and the second form was sent after the coaching session. These forms consisted of 10 questions, covering the objectives, the expectations, the areas needing improvement, the challenges the past experiences, etc. We used a five-point scale for questions 1, 8, 9, and 10 from the pre-evaluation, and questions 1, 2, 3, 4, 6, 7, and 8 from the post-evaluation, where 1 was low and 5 was high.

Data analysis: Data were considered only if the before and after coaching forms were answered. One answer per team was used for the analysis, multiple entries were merged, and the median of the obtained responses was used subsequently. Data analysis and visualisation were performed using Microsoft Excel software, and MapChart. No statistical analysis was conducted.

About the participants

A total of 19 veterinary teams followed the coaching programme across eight European countries: Great Britain (4), Germany (4), Switzerland (3), Portugal (2), Netherlands (2), Poland (2), France (1), and Austria (1). These veterinary teams were mostly veterinary practitioners, except for two teams of official veterinarians, one focus group within a veterinary associations and one department of veterinary and food inspection. According to the pre-evaluation, 58 % of the participating organisations had already participated in at least one similar coaching before. Moreover, 90% of the participants demonstrated no concerns or reservations about the coaching process. The only concerns mentioned were about engagement with the session and data protection.

Numbers of veterinary workplace



Satisfaction

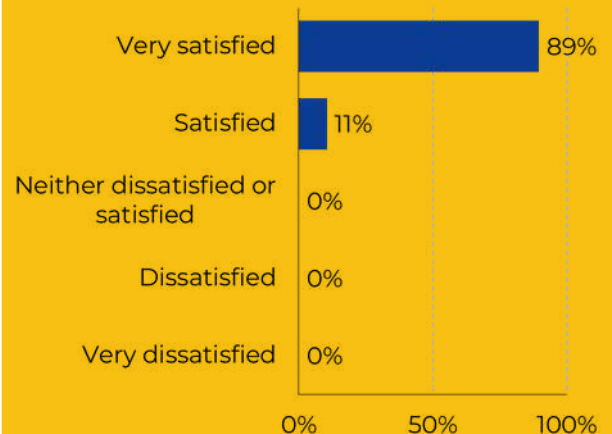
Overall, 90% of the participants were very satisfied with the coaching session after the coaching session (box 1). After the coaching session, participants reported some specific improvements in the workplace environment, such as better communication, understanding of each other, and team cooperation (box 2).

Other participants mentioned a more relaxed workplace, a greater well-being and work-life balance, as well as an increased clarity of the organisation goals. Furthermore, when asking what could be improved in the activity, 65% of the participants didn't reported any areas needing improvement and 35% of participants acknowledge that some areas still needed improvement, such as communication, employee engagement, conflict resolution, time management or work-life balance (box 3).

A number of participants (26%) declared spontaneously that more activities like the coaching would be beneficial for their organisation, with some of them declaring they would do follow-up on a regular basis.

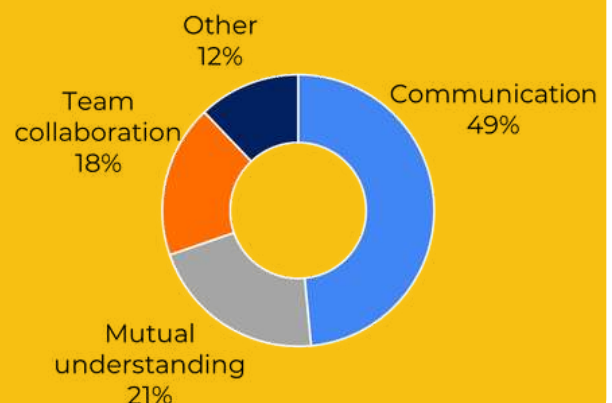
1

Overall satisfaction



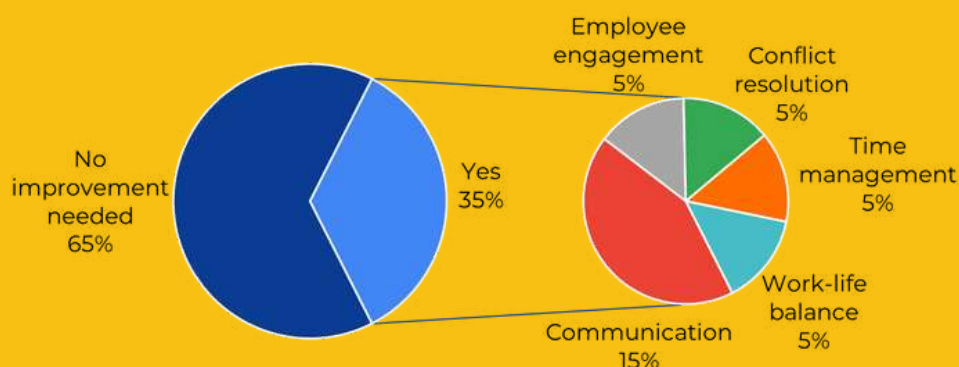
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Specific improvements



3

Areas still needing improvements



4

Goals and objectives

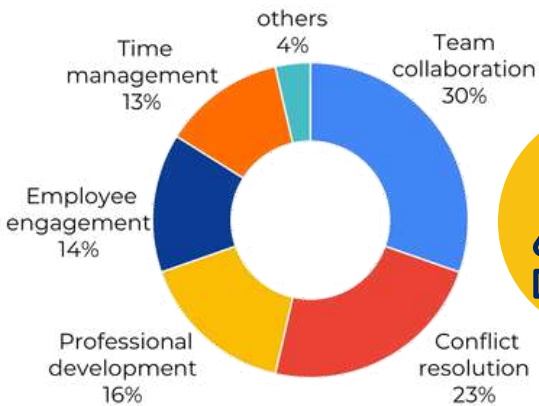
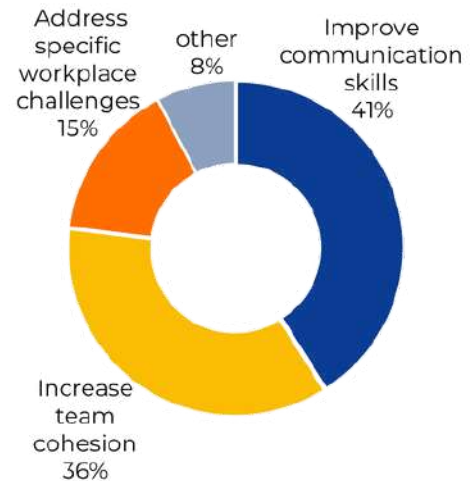
The objectives of the coaching were **quite understood** before the coaching session, with all answers comprises between 4/5 (42%) or 5/5 (58%). Moreover, the coaching sessions **helped further define the goals and objectives** of the organisation, with all answers comprising between 4/5 (21%) and 5/5 (79%).



Expectations, progress and improvements

EXPECTATIONS FOR THE COACHING

The pre-evaluation addressed the expectations of the participants towards the coaching session. Two major improvements expected to be were in communication (41%) and team cohesion (36%). Participants also expected to address specific workplace challenges (15%) and other matters (8%) such as to strengthen the resilience in the workplace, to increase self-care of employees, or to improve mental health.

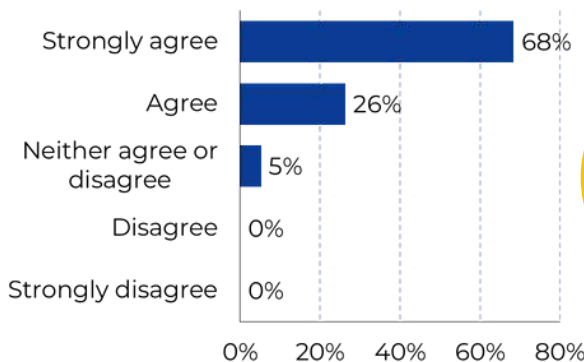
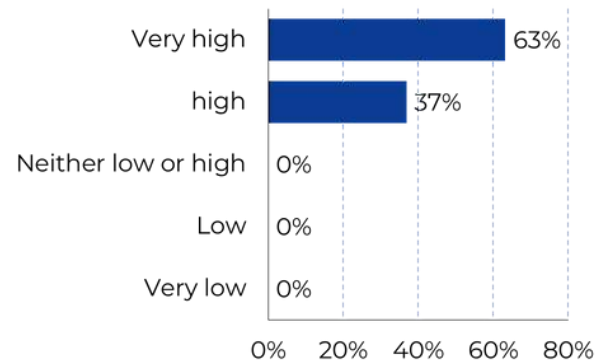


AREAS TO IMPROVE (BEFORE)

Areas to improve before the coaching session were numerous, according to participants. Amongst them, team collaboration (30%) and conflict resolution (23%) were the major challenges. Other challenges include professional development (16%), employee engagement (14%), time management (13%) and others (4%) such as loneliness and stress management.

PROGRESS IN NEEDED AREAS

The post-evaluation showed that the organisations made significant progress in the areas they wanted to develop or improve, with all answers comprised between 4/5 (37%) and 5/5 (63%).



ADDRESSED CHALLENGES

The coaching sessions seemed to have help the workplaces to address their challenges, as shown with the most frequent score being 5/5 (68%).

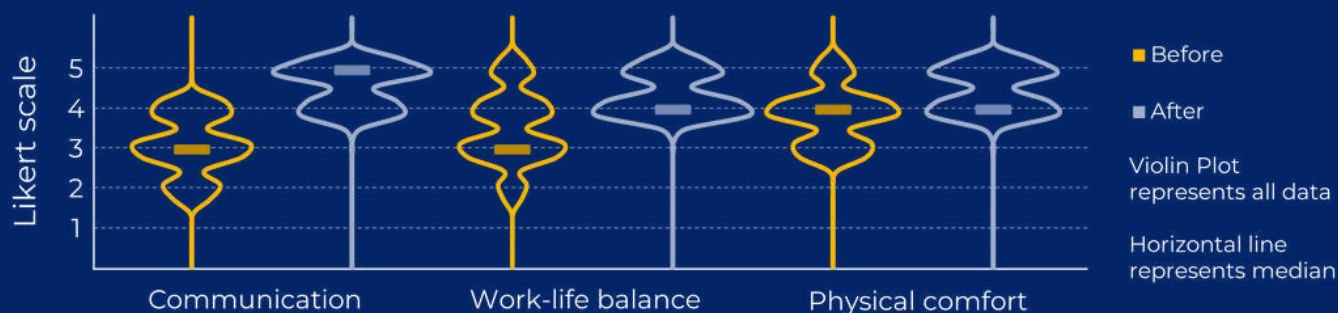
Specific addressed challenges

Before the coaching sessions, the satisfaction with **communication** within the team was quite middle range with a median answer of 3/5. The coaching session seemed to have a positive impact on that problematic, with all answers between 4/5 (42%) and 5/5 (58%) for after the coaching session.

In the pre-evaluation 73% of the participants declared their current team **workload** as manageable before the coaching session. However, the coaching session seems to have a positive effect on that point, as 100% of the participants felt after the coaching session that it has helped improve their ability to manage their team workload.

Before the coaching, the healthy **work-life balance** promotion by the workplace was quite irregularly implemented between places, with scores included between 2/5 and 5/5, and a median score of 3/5. The coaching sessions seemed to have a positive impact on the promotion of the work-life balance as well, with all answers comprised between 4/5 (63%) and 5/5 (37%) for after the coaching session.

Before taking the coaching, the **physical comfort** the workplace had scores between 3/5 and 5/5, with a median answer of 4/5. The coaching session seemed to have some positive impact on the promotion of physical comfort of the workplace, with all answers comprised between 4/5 (52,6%) and 5/5 (47,4%) for after the coaching session.



Conclusion

Nineteen participants from **across Europe** benefitted from the VetJoy voucher for coaching sessions. All participants were satisfied or very satisfied with the coaching sessions.

Moreover, after the activity, the organisations made **noteworthy progress** in the areas they wanted to develop or improve as the coaching sessions helped them **address their challenges**. One major area to improve was the **team communication**, which the participants successfully improved after the activity. According to the participants, the coaching sessions helped further define the goals and objectives of the organisation.

The coaching sessions also help to improve their ability to manage their **team workload** and have a positive impact on the **promotion of the work-life balance** and the **physical comfort** of the workplace as well. Overall, the participants were **very satisfied** with the coaching session, leading some of them to wish to **repeat** this sort of activity.

