



The Webinar Vet - Highly Commended

Q1. Work Conditions: supporting staff in dealing with the demands of their job

We at The Webinar Vet understand that veterinary work is very fulfilling, but comes with its own unique stresses. That is why we offer our “Mindfulness Expertise Series” for staff working in veterinary practices. Presented by Dr Mike Scanlan, author of the Moving Forward series of self-help books, this series is designed to help vets get a better experience in work, and life in general. Utilising concepts such as Cognitive Behavioural Therapy, Eye Movement Desensitization, and Compassionate Focussed Therapy, these simple but effective techniques enable vets to get the most fulfilment out of their job, allowing them to give their patients the high standard of care they deserve.

We offer specialised non-clinical training, including dealing with a bereavement, difficult clients, and tips and tools for management. The Webinar Vet also offers enough free webinars for vets who cannot afford membership, which enables them to complete all of their mandatory CPD hours.

Q2. Balanced Workload: supporting work-life balance

The Webinar Vet's entire philosophy is to help vets reduce stress by enabling them to do their CPD in a way that is convenient for them. We also employ vets and allow them to stay in practice working part time, to allow them to explore new career options without entirely leaving the profession they enjoy. We seek to create a friendly and informal office environment by allowing flexible hours to account for traffic and long distance travel before and after work, and freedom to take short breaks throughout the day.

Q3. Relationships at Work: fostering effective working relationships

One notable aspect of our business is that any employee can directly contact any other member of the company with ease, including the founder and CEO. This is encouraged, as it creates an open and positive atmosphere. We also make a point of having a meeting every Monday, where open discussion is encouraged, and any concerns or ideas about the direction the company is taking can be brought up here. By using the online organising program Asana, we are able to facilitate an easy way for people to work collaboratively.

If an employee wants to discuss a more personal issue, they can easily and promptly arrange an informal meeting with their manager, and the CEO if necessary. The HR manager also conducts frequent catch ups, where any lingering issues can be addressed.

We encourage an informal office environment which creates a more social atmosphere than many workspaces. For example, flexible lunch breaks allow colleagues to go to lunch together, which encourages office bonding. We also hold fairly regular work lunches and drinks, which allow people to socialise properly with their colleagues.

Q4. Personal & Career Development: enabling staff to work effectively

The sociable atmosphere that we encourage works well for personal support and development in the office. This is a space where people feel confident to ask colleagues and managers questions without fear or derision, and our tightknit team is always happy to help each other out. All new employees are given face to face training and will spend at least the first few months seated directly next to their manager to facilitate on-the-job learning. After three months, the new employee will have a detailed catch up with their manager, where there is opportunity to praise good work and suggest constructive criticism.

As we are a CPD company, we are dedicated to continually training our staff. We have a selection of webinars available based around various office disciplines which are available to anybody who wishes. We also conduct an employee of the quarter initiative, which is voted on by all staff members and acts as a morale booster and a bit of fun in the office.

Q5. Control at Work: enabling staff to have a say in their work

All staff members have monthly meetings with their line managers to go over their objectives and express 'their voice'. This is an opportunity to highlight what they are enjoying most and what areas they are finding particularly challenging and to discuss any changes that could be made to make them feel more in 'flow'.

Weekly meetings are held with an agenda directed by the team, an open task is created on our task management tool Asana where all staff can post any opinions, feedback, ideas they have and would like to discuss openly with the rest of the team. Notes are taken during these meetings and actioned afterwards to make sure everyone is being heard.

The Webinar Vet prides itself in its culture and values, meetings are organised with staff members to review these and discuss what each value means to them.

Q6. Communication at Work

Truthfulness is one of the core values of the business and is taken seriously at all levels. Openness is encouraged throughout the business and there are plenty of opportunities for staff to be informed of any changes in the company.

On a day to day basis group emails are regularly sent with updates on all aspects of the business. Any important updates or changes are announced in our weekly face to face meetings to encourage staff to ask any questions or put forward their queries for discussion. In a more formal setting, meetings are held every quarter with at least one board member attending, this enables staff the opportunity to feedback their questions directly to the board.

Q7. Health & Psychological Wellbeing

As pioneers of health and wellness CPD for vets via webinar, we take both our members and staff's health and wellness very seriously. All employees of The Webinar Vet have access to our Perk Box, an employee benefits membership which offers many health and wellness benefits, including discounted gym memberships.

In 2015 we partnered with the RCVS Mind Matters initiative to develop an online Mindfulness Based Stress Reduction course with Dr Mike Scanlan, to help reach more vets and provide them with the tools and tips they need to manage stress and anxiety. These resources are readily available for all staff members who are encouraged to take part in the course. We also offer in house meditation sessions during the day, which employees can attend if they wish.

We understand the importance of a balanced lifestyle and taking time out is important for your mental health in all industries which is why we recently launched Mindfulness For Professionals, offering Mindfulness online courses to other industries.