

Team Up!

Compact and effective activities for building,
strengthening and stretching working relationships



How to use the Team Up! eBook

Want to create change in your team? Get everyone involved! Our Team Up! eBook is full of activities that will help you increase recognition, teamwork, improve customer service, and engage participants in fun and effective learning experiences.

Some of these are one-time activities whereas others create an ongoing program, which eventually stops being a program and becomes the way your group operates. All the ideas in this book have been field-tested and refined by more than 60 practitioners, so you know they work!

Each activity describes the goal, the number of people who can participate, an approximate length for the activity, and props you will need. Some of the props are exclusive Baudville products while others you can find in your local store.

We've divided the eBook into six chapters that you can download separately. That way, you only get the activities you're interested in. Download them all and be prepared for any activity!

Chapter 1: Recognition

Chapter 4: Milestones

Chapter 2: Team

Chapter 5: Icebreakers

Chapter 3: Customer Service

Chapter 6: Energizers

Whether you incorporate an activity into your everyday routine or use them sparingly, we hope these ideas inspire your team!

*“Together we succeed,
with everyone giving their all. Our team achieves its goals,
and becomes more impressive every day!”*

About Baudville

Baudville, the place for daily recognition, continues to be the leading innovator in day-to-day recognition solutions. Baudville's day-to-day recognition solutions appeal to today's increasingly diverse workforce with contemporary designs and relevant messaging, motivating and engaging workplaces world-wide. Baudville has been declared one of the best companies to work for in its area and strives to create the ultimate work experience for its employees. For more tips and ideas to create a positive culture, visit the [Baudville Recognition Resource Center](http://Baudville.com) on Baudville.com.

CHAPTER ONE

Recognition

Movie Stars

Goal: Learn recognition practices from the ebook *Priceless Motivation*.

Number of people: 5 to 30.

Time: 10 minutes to explain; 20 minutes to prepare (in even teams); 5 minutes as part of your department meetings for 5 weekly meetings.

Props: [Priceless Motivation](#) download from the [Baudville Recognition Resource Center](#); flamboyant hats, masks, or costumes; tools of the trade, such as toy telephones, headset, computer, hammer, etc.; bouquets of flowers.

Step-by-Step:

1. Distribute copies of *Priceless Motivation*.
2. Group participants.
3. Turn to the table of contents and explain that you want each group to take turns teaching the chapters to the rest of the group.
4. Write numbers 1-5 (for the 5 chapters) on erasable board or flip chart. Assign one chapter for every group.
5. Ask groups to choose which chapter they want to teach, then walk up to the board and put their name next to the number of the chapter. First come, first served!
6. Ask pairs to prepare a two-act skit demonstrating:
 - Act One (Bloopers): The wrong way to practice the chapter's key points
 - Act Two (Success at Last): The right way to practice the key points
7. The skits will be performed at the beginning of your weekly department meetings, and will last a maximum of 2 minutes each.
8. Lay out costumes, masks, hats, and other toy "tools of the trade" (such as phones, headsets, hammers, etc.) and invite the pairs to select their costumes and props.
9. Take pictures during performances and post on department bulletin board.
10. Bring bouquets of flowers to give actors as they take their bows.
11. See next page for an Academy Awards activity to follow this one!



Academy Awards

Goal: Celebrate the Movie Stars activity from the previous page.

Number of people: 4 to 30.

Time: One hour.

Props: Red carpet; boom box with music; clip-on black bow ties and large fake diamond necklaces and earrings; and awards for participants: [trophies](#) and [on-the-spot awards](#).

Step-by-Step:

1. When pairs have performed all 5 chapters of Priceless Motivation, celebrate by having a Red Carpet day, when everyone is invited to dress in “Academy Award attire.” Walk the red carpet (complete with interviewers and paparazzi) in a conference room or down a hall, or into the front door, if you’re brave!
2. Ask each person who acted parts in the skits to come to the front of the room. Give awards to all.
3. Ask for speeches.
4. Turn on music to cut off speeches that get too long – just for the fun of it!
5. Enjoy a catered ceremony lunch, then call your agents!

Recognition Board Roundup

Goal: Reinforce and therefore increase the use of recognition within your team. Increase team behaviors that help achieve the team goal or vision.

Number of people: 4 to 20.

Time: 5 minutes each week as an agenda item at your team meeting.

Props: Stickers and poster board

Step-by-Step:

1. Assign a different color or design sticker to each team member, and give each person a sticker supply.
2. Each week, select one team behavior that you want to recognize and post it on your Recognition Board, made of poster board. This will change from week to week. One week, it might be “completing customer requests in one call.” The next week, it might be “assisting a teammate.”
3. At your weekly team meeting, announce the team behavior of the week and write it at the top of the board as a title.
4. Ask that team members post on the Recognition Board the names of people they “caught” doing that week’s behavior, a short description of the behavior, and place their sticker symbol beside it. Example: “John helped me format my spreadsheet so that the sales figures were easier to understand.” Put your sticker on the board beside your comment.
5. The goal for each person is to use 3-5 stickers each week.
6. Set a team goal for each week on the cumulative number of stickers given by all. Plan a small team celebration when the goal is reached. Example: for a team of 6, set a goal for 18 stickers to be posted that week. If the goal is met, celebrate with an extra 15 minutes for lunch.
7. Review your results each week at your team meeting and celebrate achieving your goal with the reward you had planned.

Pop Go the Balloons

Goal: Co-worker recognition.

Number of people: 4 to 12.

Time: 15 minutes.

Props: Balloons in assorted colors, note pad, and pens.

Step-by-Step:

1. Ask each person to think of two positive actions he has noticed over the last two weeks, one in each of two different co-workers. Then write separate recognition notes to those co-workers describing their behaviors. Participants should begin each note with the name of the person whose behavior is being described, and sign their names.
2. Instruct each participant to select two balloons of the same color, roll up the notes, and insert them into balloons. Inflate and tie the balloons.
3. Toss the balloons into the center of the room.
4. When everyone is finished, each person picks up a balloon of a different color than the ones they inflated.
5. One by one, each person pops the balloon by sitting on it, retrieves the note, and reads it aloud. He then presents the note to the person about whom it was written.
6. Repeat until all balloons have been popped and notes read.
7. Proud owners are invited to post their notes inside or outside their work areas (on a cubicle nameplate, for example), but this is voluntary.

You've Got Mail

Goal: Let individuals know how their co-workers value them.

Number of people: 4 to 16.

Time: 20-45 minutes, depending on the number in the group.

Props: Certificate paper, certificate seals, certificate folders.

Step-by-Step:

1. One week before the meeting, the leader of a group sends a series of e-mails to everyone in the group, asking them to reply by stating one valuable behavior they've observed in a particular co-worker. For example, the first e-mail asks, "Please reply by naming one behavior you value about Shawn Jones." The second, separate e-mail asks, "Please reply by naming one behavior you value about Joe Turner," and so on. Send separate e-mails naming each team member so that you won't need to separate multiple comments within a single e-mail.
2. Print each e-mail response on certificate paper, affix a certificate seal and your initials or a short positive comment next to the seal.
3. Put all notes for each individual into a certificate folder, and present the folders full of e-mails to each person in a meeting.
4. Allow time for all team members to open and read their mail.
5. On a voluntary basis, each person is invited to read one comment aloud.
6. The leader then asks the group:
 - a. "How do you feel?"
 - b. "Do these notes make you want to do anything in particular?"
 - c. "When do you want to do this again?"

Island of Stars

Goal: Vote your co-workers “onto the Island” by recognizing their achievements.

Number of people: Unlimited.

Time: 45 seconds per person recognized, plus 5 - 7 minutes at team meetings.

Props: [You Are a Star co-worker recognition system](#); [You Are a Star receipt cards](#); large plate or bowl; sand; construction paper; and crayons.

Step-by-Step:

1. Draw and color two or three palm trees on construction paper. Cut them out and fold them vertically or cut them out two at a time and tape the tops together so that they’ll stand up on “the island.”
2. Mound clean sand (available at building supply stores, and sometimes at toy stores for children’s sand boxes) on the plate or bowl. Place your construction paper palm trees on it. Make a small sign that says “Star Island.” Tape the sign to the plate or bowl. Place this in the team meeting room or other central location. If in doubt, ask your team where to place it so that it will be seen daily.
3. Announce to your team that we are creating “Star Island” to recognize the good and helpful things that people do each week. Examples: help a co-worker, create a new project that helps the team mission, help a customer, stay late to complete a project or work order, etc.
4. Show team members the You Are a Star Co-worker Recognition System holder and note cards and explain that they can fill out a card whenever they notice anyone performing a helpful behavior. They are to give that person the part that says “Award Receipt,” and tell them that you appreciate what they just did. Take the part that says “You Are a Star,” fill out the person’s name and what they did, fold it into a “tent,” and place it on the dish representing “Star Island.” You’ve just voted them onto the island. (Nobody gets voted off.)
5. At team meetings, ask each person to announce who they “voted onto the island” and why. Lead the team in applauding each person as their behavior is named.

Open House for Employee Recognition and Retention

Goal: Make it easy for leaders to recognize and retain valued associates.

Number of people: Unlimited.

Time: 8 hours to prepare; one hour per quarter for leaders participating.

Props: Trivia quiz or fun exercise leaders can use with their staff; poster paper with write-ups of department recognition stories; recognition resources: books and educational materials; post cards and [Pocket Praise](#)® cards, candy, pens and notepads, [certificates](#); flip chart and markers; shopping bags; clip boards with “price lists” of recognition items; refreshments.

Step-by-Step:

1. Once per quarter, set up a “Pat on the Back” room to display write-ups of ideas used by your departments in a wall display that will make it easy for participants to walk around the room and get new recognition ideas.
2. Set up a flip chart near the end of this display.
3. Set up a Recognition Store where they may “buy” recognition props/gifts.
4. Invite all members of your leadership group, and welcome them with a trivia quiz or something fun they can take back and use with their staff.
5. When participants arrive, give each of them:
 - a. Notepad to record ideas they get during their tour of the room
 - b. Copy of the newsletter “Pat on the Back”
6. On the flip chart, ask them to jot down (vary this from quarter to quarter):
 - a. The ideas they plan to use during the next three months
 - b. The last person they recognized: who, what, how, and when
7. When they arrive at the Recognition Store, give each person a bag and a clipboard with a price list (ask them to circle items they wish to “buy”).
8. Last, invite them to the food table for refreshments and idea-sharing. Display books on recognition, teamwork, motivation, and leadership.
9. One month later, send an e-mail to all participants summarizing the ideas presented to keep everyone motivated until next quarter’s event.
10. Place all ideas on your company’s intranet for future reference.
11. Now, get lots of help to “strike the set” and take tomorrow off! Whew!

Patient Satisfaction Gets Positive Recognition

Goal: Give special recognition to medical professionals who make improvements in patient satisfaction survey results.

Number of people: Unlimited.

Time: 3 hours for preparation; 20 minutes to present.

Props: T.E.A.M. border paper, teamwork lapel pins.

Step-by-Step:

1. When you have patient satisfaction survey results for departments, print the data on border paper for correspondence and meetings with the departments.
2. Selecting areas that offer opportunities for improvement, ask each group to set goals for “raising their standard” before the next survey.
3. At the end of the period (six months, for example), present certificates to department managers or to each individual who reached their goal.
4. Additionally, present your choice of teamwork lapel pins to each team for this important achievement in patient care.

Healthcare Honors Volunteers and Professionals

Goal: Recognize volunteers and professionals and get to know each other.

Number of people: Unlimited.

Time: 90 minutes

Props: [You Make the Difference border paper](#), [You Make the Difference certificates](#); balloons, colored napkins, paper plates, cups, and utensils.

Step-by-Step:

- 1a. Write appreciation letters to healthcare volunteers and professionals. Print them on [You Make the Difference border paper](#), and mail to their homes or offices.
OR
- 1b. Plan appreciation coffee or luncheon for both volunteers and healthcare professionals.
2. Decorate your room in the colors of your organization. Use balloons, colored napkins, paper plates, utensils, and cups to add to the color and festive look.
3. After the meal or refreshments, ask each person in turn to introduce herself and tell where she was born, and how long she's been in healthcare.
4. Print certificates of appreciation for both volunteers and healthcare professionals (doctors, radiologists, social workers, nurses, and others) who assist patients and their families.
5. Present the certificates, then invite all to tell stories about positive patient events they've witnessed; perhaps events others weren't able to see, as a way to share the positive effects of the work of all present.

F.I.S.H.ing Tackle

Goal: Give supervisors ideas and tools to recognize their associates.

Number of people: Unlimited.

Time: One hour.

Props: Fishing tackle boxes – one per supervisor - and an assortment of recognition tools.

Step-by-Step:

1. To spread the F.I.S.H. Philosophy (Play, Be There, Make Their Day, Choose Your Attitude), assemble recognition props for each tackle box. Some props might include certificates, sticky note pads, [Pocket Praise®](#) cards, [Milestone charms](#), candies, stickers, etc.
2. Give the boxes to supervisors to use for simple, fun, and timely recognition for their associates' good performances.
3. Catch the big ones!



Time Off With Pay for Behaviors and Results

Goal: Recognize goal achievement.

Number of people: Unlimited.

Time: 30 minutes per week.

Props: T.E.A.M. tokens, Pocket Praise® cards.

Step-by-Step:

1. Set and communicate your department goals, along with the individual team behaviors that are steps to meeting these goals.
2. As you see team members demonstrating these behaviors, write a short, specific description of their behavior in a Pocket Praise card, insert a T.E.A.M. token, and present them at your regular meeting.
3. Read what you've written to the group so that everyone will be reminded of the behaviors that get recognition and tokens.
4. When the overall department goal is reached, continue to give out recognition tokens in Pocket Praise cards.
5. Each person may redeem each token he has earned for 15 minutes paid time off. This time off can be accumulated and awarded weekly, monthly, or quarterly. The general rule is to award the time off as immediately as people want to use it and when the demands of your business will permit.
6. Suggest that team members attach their tokens inside the pages of their daily planners or put them in a clear container on their desks, to serve as reminders of the rewards of practicing these goal-achieving behaviors every day.

When the Words Won't Come

Goal: Encourage managers to offer personalized, meaningful recognition to individuals.

Number of people: Unlimited.

Time: 15 minutes per individual to write and deliver cards.

Props: [You Make the Difference receipt cards](#).

Step-by-Step:

1. Some managers have trouble finding the right words to write a formal letter of recognition to deserving staff. To help them, supply them with You Make the Difference receipt cards.
2. Print your company logo inside the card if you wish.
3. Make these available to your managers and encourage them to use the cards.
4. Collect the receipt portions of the cards.
5. Forward these receipts to the managers of those sending praise cards, so that they can “recognize the recognizers.” When they do this, recognition will multiply!

Actions Speak Louder Than Words

Goal: Use body language to send a strong recognition message.

Number of people: 2 (you and one other).

Time: 1-5 minutes.

Props: None.

Step-by-Step:

1. When an individual gives you a report or project which you know she's worked hard to complete, or she's proud of, make a special effort to use your body language to give her your complete attention.
2. Use as many forms of body language as you can to send the message that you're giving this work your full attention, such as:
 - a. When you accept the document, put down anything else you're holding, even a pen.
 - b. If you're at your desk or in your office, stand and walk away from other papers, the computer screen, or any distraction while you study the document. If it's a long document, scan only the important parts for now.
 - c. Comment about what you value in this work, and then continue to hold the document in both hands while you talk. Yes, both hands.
 - d. Point to specific parts of the document which you value.
 - e. If you're headed to another office or to a meeting, take it with you. Hold it next to your chest while you walk, or
 - f. Clear off a special space on your desk (while the person watches) and lay the document there.
 - g. Pick it up again when you're referring to it verbally.
 - h. Keep it uncovered by other papers in this prominent space on your desk for a few days.
 - i. Using a red pen, write positive comments on the pages where you find something valuable, and show to the creator later.
3. Set a goal: see if you can use at least five of these body language recognition ideas during the coming week.

Recognition By Walking Around

Goal: Catch your associates doing something right – early in the day.

Number of people: 2 - 20.

Time: 10 minutes.

Props: None.

Step-by-Step:

1. At the beginning of your workday, before checking e-mail, voicemail, or looking at the projects on your desk, take 10 minutes to walk around the areas where your associates work, looking for valuable behaviors to recognize.
2. Tell co-workers that this is your Recognition Tour, and that during these 10 minutes, you're focusing only on what's being done well, not problem-solving or goal-setting.
3. Look for people engaging in positive behaviors, even those that are usually taken for granted, such as:
 - a. Starting work promptly
 - b. Picking up the phone after one ring
 - c. Speaking kindly or professionally to a customer
 - d. Offering to assist a co-worker
 - e. Demonstrating safe work practices or using safety equipment
 - f. Smiling
 - g. _____
4. People will naturally stop you to tell you about problems. Set a time to discuss these later. Explain that you want to finish your Recognition Tour, then you'll be available.
5. Do this early in your workday, before the monsters of problems and challenges begin devouring you alive!

Everyday Heroes

Goal: Recognize individuals who have successfully resolved a challenging issue or assignment, or performed an act which exemplifies your mission.

Number of people: Unlimited.

Time: 30 minutes to prepare; present awards during regular meetings.

Props: Certificate paper, certificate seals, chocolates, cellophane gift bags, achievement lapel pins, Pocket Praise® cards.

Step-by-Step:

1. Select individuals who have:
 - a. Resolved a challenging issue
 - b. Completed a difficult assignment
 - c. Performed a single act which exemplifies a commitment to your mission
2. Using award paper, create an Everyday Heroes certificate with foil seal.
3. Create a written description of each hero's achievement, suitable for posting.
4. Present the awards at a meeting of co-workers.
5. Take a close-up photo of each of your heroes.
6. Post the pictures and the written descriptions of their heroic acts on an Everyday Heroes bulletin board.
7. As a memento, present each Everyday Hero with a cellophane bag which includes a lapel pin, candy, and a personal Pocket Praise note from someone significant to the person. Optional: Put the bag of goodies in a keepsake coffee mug.
8. Take individual pictures of each of the newest heroes in front of the Everyday Heroes board, holding their certificate.
9. Mail this picture to the individual, accompanied by a letter from a member of top management.
10. When the bulletin board is completed, ask all your heroes to assemble and pose for a group photo in front of the board. Then mail copies of the group photos to their homes with a personal congratulatory note.



Summer School's Cool!

Goal: Make summer school teachers and students feel special.

Number of people: Unlimited.

Time: One hour per week.

Props: I.D. Maker software, lollipops, Pocket Praise® cards.

Step-by-Step:

1. Make name badges for summer employees to help everyone get to know them quickly and make them feel part of your team.
2. Using clipart, create certificates for summer school staff and student recognition. For example:
 - a. Custodians who are rarely recognized
 - b. Most on time student
 - c. _____
3. Use Pocket Praise cards to send a colorful keepsake to people who:
 - a. Send you information during the day
 - b. Take the initiative to solve problems
 - c. Go the extra mile to help a student succeed
 - d. Take extra time to communicate with co-workers
 - e. Contact parents for support or to give good news
 - f. _____ (your choice)
4. Tape lollipops to the Pocket Praise cards.
5. At summer school graduation, present certificates to students who are receiving academic achievement awards.

Razzle Dazzle Reception

Goal: Create a special recognition reception for a large healthcare group.

Number of people: 200-400.

Time: 2 to 3 weeks to prepare, 1 to 1 1/2 hours for the event.

Props: Your choice of trophies, certificates, and employee gifts.

Step-by-Step:

1. Give higher-level recognition – including mementos – to associates who have received private or low-key recognition at department or individual levels, by creating a quarterly Recognition Reception to let their co-workers and top managers know of their achievements.
2. Invite these associates and top managers to a catered reception, where a senior member of management gives a brief keynote of welcome and congratulations.
3. Create a Wall of Fame to showcase the honorees.
4. Create a slide show to introduce recognition programs and efforts, and showcase each department's best practices.
5. Ask each recipient to come forward. The senior leader hands her a memento and shakes her hand.
6. Categories for recognition (may vary by quarter) are:
 - a. "You're Super": individuals who have been given recognition by staff, patients, family members, or visitors.
 - b. "Shining Star": individuals who achieved their goals in service competency, teamwork, performance, and respect for individuals.
 - c. Employee Suggestion winners
 - d. Department-based performance award recipients
7. Take plenty of photos for your newsletter, website, and bulletin boards.
8. Eat and enjoy!



Goal: Recognize customer service associates who go the extra mile for customers.

Number of people: Unlimited.

Time: 1 minute per person.

Props: M & M's or any favorite candy.

Step-by-Step:

1. Notice when a customer service associate:
 - a. Exceeds your expectations for the customer
 - b. Offers extra assistance
 - c. Helps a co-worker
 - d. Stays late to complete a customer request
 - e. Remains calm and professional with an irate customer
 - f. _____
2. Tell the person immediately what you've noticed and give her the candy.

Cheers for Peers

Goal: Encourage individuals to recognize each other by giving them fun and easy tools.

Number of people: Unlimited.

Time: 3 minutes per person giving recognition.

Props: Bulletin board in each department, Shout Outs Peer Recognition Program.

Step-by-Step:

1. Introduce “Cheers for Peers” to everyone in your company. Explain that it’s an opportunity for everyone – no matter what their job or level in the organization – to recognize others for:
 - a. Specific performance results or efforts
 - b. Giving assistance
 - c. Achieving project milestones
 - d. Achieving length-of-service milestones
 - e. Great service to a customer
 - f. _____
2. Put Shout Outs on your “Cheers for Peers” bulletin board and ask employees to write notes which they will post on the board.
3. Make photos of your bulletin board with its Shout Outs cards, then remove and give the cards to their “honorees.”
4. Keep the board “fresh” by making room for new cards, which keeps people stopping by to see what’s new.

Spinning for Recognition

Goal: Boost morale and increase peer recognition.

Number of people: Unlimited.

Time: 1 minute per person giving recognition.

Props: Large round board designed to spin, mounted on bulletin board; slips of paper showing employees' names; two huge thank-you cards mounted on bulletin board.

Step-by-Step:

1. Construct a large wheel which can spin and has a stopper/pointer.
2. Construct it with a surface on which you can attach small slips of paper, each with an employee's name printed on it.
3. Mount it on a bulletin board in a common area.
4. Select 10-15 employees each week whose names will be placed on the wheel, based on recommendations by their supervisors or co-workers, and attach the names.
5. Mount two huge home-made thank-you cards on the bulletin board on either side of the wheel.
6. On a pre-announced schedule, invite employees to gather at the wheel, and select someone to spin the wheel.
7. When it stops, ask the spinner to call out the name positioned at the pointer.
8. Invite all employees to write a note to that person on the card at left of the wheel, noting something about that person's performance that is valuable.
9. Repeat with a different person as spinner, and invite the group to write notes to the second person whose name is at the "stop," on the large card which is at the right of the wheel.
10. At next week's "spinning," give the large cards to the honorees. Then mount new blank cards on the board and do it all again to keep that wheel turning and peer recognition moving!

52 Ways to Deal Magic

Goal: Make it easy for sales managers to give recognition.

Number of people: Unlimited.

Time: 10 seconds per person recognized.

Props: “[Winning Ways to Recognize Your Stars](#)” eBook from the Baudville Recognition Resource Center.

Step-by-Step:

1. Download the “Winning Ways to Recognize Your Stars” eBook from the Baudville Recognition Resource Center and create cards so there is one card for each recognition tip.
2. To develop the theme, “The Magic of Recognition and Reward,” invite your sales managers to draw a card from your “52 Ways” deck.
3. Challenge them to implement the idea which is presented on the card they draw (some cards have insights or quotes; here they can be creative and expand those ideas to implementation actions, or if no action comes to mind, let them draw again).
4. Let the managers know that their actions will “Make Magic.”
5. An example: if a manager draws the card suggesting “make recognition easy by providing recognition forms at high-traffic areas like the copy machine or employee lounge,” this would be a high-visibility project which “Makes Magic.”
6. When managers report that they’ve implemented the idea from their card, pull a rabbit out of a hat and treat them to lunch!

Helpful High 5

Goal: Recognize and increase the frequency of associates helping each other.

Number of people: Unlimited.

Time: 10 seconds per person recognized.

Props: [High 5 lapel pins](#).

Step-by-Step:

1. When an associate goes beyond the call of duty to help one of his associates, the associate recognizing the behavior gives him a High 5 lapel pin.
2. The lapel pins are presented at department meetings or social gatherings.
3. Recipients are asked to wear their lapel pins for the entire day, and then to display them in their cubicles or offices.

Strike Gold

Goal: Give immediate recognition which can be turned into loot!

Number of people: Unlimited.

Time: 1 minute.

Props: You Make the Difference Cheerful Change™ coins.

Step-by-Step:

1. Ask associates to look for behaviors among their co-workers which are above and beyond their job duties, and nominate them to receive recognition.
2. Give a coin to the person whose nomination is accepted, and tell her what her co-worker has noticed and nominated her for doing.
3. When an associate accumulates 10 coins, he may redeem them for a full day off with pay.
4. Can't wait? After an associate receives two or more coins, he can redeem each one for a \$5.00 value gift certificate from:
 - a. Merchants
 - b. Restaurants
 - c. Movie theatres
 - d. _____
5. Form an ARM Committee (Awards, Recognition, and Motivation) to keep up with recognition given and its value, for tracking expenditures. This information can also be used to assist your managers in choosing individuals for further recognition, and used as a factor in promotion decisions.

Muffin Monday

Goal: Reward your team for performance, and start the week off warmly!

Number of people: Only limited by the size of your oven.

Time: 1 hour.

Props: Homemade muffins, coffee, tea, and juice.

Step-by-Step:

1. Set and announce weekly performance goals in:
 - a. Production
 - b. Quality
 - c. Customer service
 - d. _____
2. When your team meets their weekly goal, announce on Friday that you're bringing muffins in on Monday to show your appreciation.
3. Eat, drink, and be productive, anticipating the next Muffin Monday!

Treasure Hunt for Specificity

Goal: Learn how to give meaningful recognition to an individual.

Number of people: 2-20.

Time: 15 minutes.

Props: Copies of letter, one per person, and the answer key.

Step-by-Step:

1. Give copies of the sample recognition letter to each person in your group.
2. Explain that this letter is a treasure trove of specific elements which made it effective (meaningful and motivating to the receiver).
3. Tell them that Roger is president of a publishing company and Bernadette is an editor.
4. Ask the group to read the letter silently and go on a treasure hunt for every word which contributes to its effectiveness. Ask them to circle every one they find, and turn their sheets over when finished. Allow five minutes.
5. Ask people to tell you what words they've circled and why. Tally the number found. Add any new ones you've found that they've missed.
6. Make the point that specificity is the key to meaningfulness.
7. A little secret: Bernadette joked that for the rest of her career, she'll never write a headline without including "stunned" and murky."



To: Bernadette Casey

From: J. Roger Friedman

Subject: Headlines

Dear Bernadette:

I've been impressed with the headlines in the last few issues of Drug Store News.

They read well and gave a sense of urgency. The November 18th issue is an

example of what I am referring to – I liked the headlines on page 1 and on page 3.

The words "stunned" and "murky" are excellent choices of words.

Congratulations.

Sincerely,


J. Roger Friedman

Cc: Fred Filer, Marie Griffin, Bruce Matzner, Sandy Sutton

Auction

Goal: Increase co-worker recognition and have some fun.

Number of people: Unlimited.

Time: 20 minutes per auction.

Props: You Made My Day team tokens, gavel.

Step-by-Step:

1. Empower employees to give tokens to each other for “good deeds” such as:
 - a. Valuable team actions
 - b. Good catches to prevent problems
 - c. Training a newcomer
 - d. Taking a message
 - e. Getting someone “unstuck” from a software problem
 - f. _____
2. Once a month, hold an auction where employees can bid on fun items, using their tokens to pay.
Auction off items like:
 - a. Extra day of vacation
 - b. Massage
 - c. Manicure
 - d. Gift certificates
 - e. Lunch with supervisor at favorite restaurant
 - f. _____
3. Ask senior managers to take turns being the auctioneer, complete with gavel and fast talk!
4. Employees will always be LOOKING for ways to recognize co-workers if a fun event like this one awaits.
5. Sold... to the highest bidder!

Ziploc Your Recognition

Goal: Make it easy for your colleagues to give recognition – anytime!

Number of people: Unlimited.

Time: 10 minutes per manager.

Props: Ziploc® baggies, [Pocket Praise®](#), list of recommended behaviors to recognize.

Step-by-Step:

1. Prepare baggies filled with:
 - a. An assortment of Pocket Praise cards
 - b. Lists of behaviors to recognize
2. At a meeting, announce yourself as “The Bag Lady” (this will be even funnier if you happen to be a man), perhaps even dressing the part. Distribute filled baggies to managers and supervisors.
3. Ask them to unzip their baggies, and to be generous writing Pocket Praise notes to employees for all kinds of things (i.e. “Thanks for volunteering to help Sue with her tough assignment,” or “I appreciate the way you handled that angry client on the phone,” etc.).
4. Make a place on your bulletin board titled “Pocket Praise Comes Out of the Pocket” and encourage recipients of cards to post them if they’re willing.

Love Those Volunteers

Goal: Make volunteers feel appreciated.

Number of people: Unlimited.

Time: 15 minutes per volunteer recognized.

Props: [Black Tie gold foil certificates](#), [certificate seals](#), [award ribbons](#), [Volunteers lapel pins](#), lunch.

Step-by-Step:

1. If your organization is blessed with volunteers who donate their time, talents, and energy, send them a keepsake to show you don't take them for granted and that you value their work.
2. Dress up your awards by printing each volunteer's name and volunteer activity on a Black Tie foil certificate, and ask your organization's president or chief executive to sign it. Attach black satin award ribbon with a gold seal, either your organization's seal or a purchased one.
3. Option: Hold an appreciation luncheon to recognize volunteers. When they arrive, give them Volunteer lapel pin.
4. Include all committee members and volunteers from all areas of your organization. Remember people who sit on boards, not just those who do physical work!

Fancy Titles Recognition

Goal: Do some fun nicknaming with your personalized recognition.

Number of people: Unlimited.

Time: 1 hour per person recognized.

Props: Hand-decorated mugs.

Step-by-Step:

1. Create recognition gifts for co-workers at a “paint your own ceramics” shop.
2. Personalize each mug with a fun depiction of a skill each person has.
3. Paint your colleagues’ names on one side of each mug.
4. On the other side, paint your fancy title for each, highlighting a favorite characteristic:
 - a. Maddy... Queen of Trashing Targets
 - b. Michael... Chief Collaborator of Creativity
 - c. Meredith... Maven of Marketing Mayhem
 - d. Debra... Empress of Exceptional Editing
 - e. Joe... Admiral of Awesome Artistry
 - f. _____
5. Guaranteed smiles.

F.I.S.H.

Fresh Ideas Start Here

Goal: Involve all associates in a fun idea-generating ongoing project.

Number of people: Unlimited.

Time: 1 hour per week.

Props: Goldfish™ crackers, gummy fish, [F.I.S.H. border paper](#); [Fish gifts](#); Fish stickers; Fish cards for accumulating stickers (designed and printed by you).

Step-by-Step:

1. Introduce the F.I.S.H. concepts to your organization, emphasizing: Play! Make their day!, Be there! and Choose your attitude!
2. Using the F.I.S.H. suggestion system, invite everyone to submit fresh ideas for improving your business.
3. Invite everyone to nominate co-workers for a “fish,” for going beyond the call of duty.
4. Award fish stickers to those nominated. When an associate accumulates 20 stickers on his fish card, he may redeem them for \$20.00.
5. At month’s end, publish a Fishing Report on F.I.S.H. border paper of all ideas, along with the creators’ names. Send to all associates, and post it on a bulletin board beside F.I.S.H. poster.
6. At a monthly Fishing Trip meeting, reward the idea creators with their choice of F.I.S.H. items. Give out crackers and candy.
7. Set a challenging but achievable goal for the number of fish stickers to earn annually. Offer each person who achieves the goal \$100.00.
8. Hold an annual Fishing Trip, when everyone is invited to dress for going fishing, and present the monetary awards. Invite associates to share one of the F.I.S.H. ideas they’ve implemented during the year.

CARE

Goal: Make it easy for managers to give recognition.

Number of people: Unlimited.

Time: 1 hour per month.

Props: Kraft Paper gift bags; key chains; pens; Shining Star milestone charms; chocolates.

Step-by-Step:

1. Create a CARE team of representatives from different departments or sites. CARE means Creative Activities Recognizing Employees.
2. Managers are much more likely to give recognition if they have the supplies, so ask the CARE team to create CARE packages for distributing to all managers and supervisors at their monthly meetings (a new package each month).
3. Each month's package has a theme, for example:
 - a. A holiday in that month
 - b. A special project the organization is involved in
 - c. _____
4. Included in the CARE packages are:
 - a. Articles or information about the importance of recognizing employees
 - b. A template or sample of what to write in a thank-you card
 - c. Key chains or pens
 - d. Shining Star charms
 - e. Logo pins
 - f. Rich Rewards chocolate coins
 - g. _____
5. Give each manager a 3-ring binder for filing her articles and information received in each month's CARE package, complete with a colorful "CARE" cover page.

Spin the Bottle

Goal: Share appreciation among team members in a fun way.

Number of people: Up to 16.

Time: 15-30 minutes.

Props: A bottle.

Step-by-Step:

1. Sit in a circle, in chairs or on the floor.
2. Place a bottle on the floor in the center of the circle.
3. Ask a volunteer to spin the bottle.
4. When the bottle stops, the spinner is asked to say something specific that he appreciates about the person the bottle is pointing to.
5. Next, the person who was just spoken about spins the bottle and says what she appreciates about the next person at the “point.”
6. Continue until everyone has been spoken about (it’s O.K. if some are spoken about multiple times), or set a time limit and just keep going.
7. When time’s up, no one will want to stop!



Keeping Momentum

Goal: Recognize, and support a team that mentors new employees.

Number of people: One per department, plus a coordinator.

Time: 1 hour per week.

Props: [You Make the Difference certificate paper](#), [Making the Difference lapel pins](#).

Step-by-Step:

1. Form a Momentum Committee for your organization to serve as a driving force to recognize, support, and mentor new employees. Invite one employee per work area, and assign one person as coordinator.
2. Equip this group with training in recognition and mentoring, so that they may serve as leaders in supporting new employees in their respective work areas.
3. At staff meetings, give recognition to these committee members for their work and successes they or others can report in supporting new employees.
4. Present these Momentum Committee members with Making a Difference certificates and pins to help keep that momentum going.

Smiling Volleyball Travels School Halls

Goal: Remind your team to stay focused on its goals.

Number of people: Unlimited.

Time: 15 minutes.

Props: Volleyballs, smiley-face cookies, theme signs, smiley-face t-shirts.

Step-by-Step:

1. Establish a theme for your goals for the school year, such as “Don’t Worry, Be Happy.”
2. Decorate volleyballs with smiley faces (draw with permanent markers).
3. Explain the theme at your back-to-school meeting, and toss all the volleyballs to random members of the group. Ask those who catch them to be on the lookout for colleagues’ behaviors which support this year’s theme.
4. Brainstorm with the group to generate some examples of behaviors which will support the theme.
5. Ask holders of the volleyballs to pass their smiling volleyballs to colleagues they notice who are exhibiting those behaviors, telling the colleague what they noticed which earned this “traveling trophy.” Ask them to write the recipient’s name on the ball in permanent marker before passing it on.
6. Give everyone a “Don’t Worry, Be Happy” sign and ask them to post in classrooms, restrooms, offices, and lounges.
7. Serve smiley-face-decorated cookies.
8. Ask that whoever has a volleyball bring it to every staff meeting and tell what they did to receive the traveling trophy.
9. At the last staff meeting of the year, give smiley face t-shirts to everyone.
10. Ask that the volleyball traveling trophies be turned in. Have a drawing of every name written on it, and give it as a memento to the winning name drawn.

Praise & Kisses in the School District

Goal: Give recognition to school staff with sweets in the mailboxes.

Number of people: Unlimited.

Time: 3 minutes per person giving recognition.

Props: Hershey's Kisses® candy, [Pocket Praise® cards](#).

Step-by-Step:

1. Look around your school, business, or organization for actions, large or small, which:
 - a. Help meet your goals
 - b. Help others
2. Write a Pocket Praise note to each person you want to recognize, mentioning the positive action they took.
3. Attach a Kiss.
4. Leave it in her mailbox to find as a surprise, which is a great way to start the day.

Making the Difference to Your Customers

Goal: Publicize recognition from customers and co-workers.

Number of people: Unlimited.

Time: One hour per quarter.

Props: [You Make the Difference border paper](#); You Make the Difference gifts; [You Make the Difference lapel pins](#).

Step-by-Step:

1. Save all positive comments submitted about employees by customers, and send copies to HR.
2. Recognize in writing (printed on border paper) anyone who meets performance goals or exhibits a customer-oriented positive behavior.
3. At a quarterly “Making a Difference” meeting, give public recognition to every individual who has received these two types of recognition during the quarter. Announce their names and tell about their great behaviors.
4. Present them with a You Make the Difference gift or lapel pin.
5. Use reminders printed on You Make a Difference border papers to communicate about this program during the year.

Recognition Goes Home

Goal: Let family members know you appreciate their support.

Number of people: One at a time

Time: 10 minutes.

Props: [Thank You greeting cards](#) or [note cards](#); postage stamps.

Step-by-Step:

1. When one of your employees has spent a lot of extra time on a work project, or worked overtime for several weeks, mail a note to his spouse, partner, or even to his children.
2. Express your appreciation for their support and understanding while their spouse, partner, mom, or dad has put valuable time and energy into the project or the work demands. Tell them how much you appreciate the employee, too.

The Library Book

Goal: Create a meaningful and lasting tribute.

Number of people: One at a time.

Time: 15 minutes.

Props: A book.

Step-by-Step:

1. To give touching recognition to someone who has contributed a singular helpful act, such as a volunteer activity, donate a special book in honor of that person to:
 - a. Your organization's library
 - b. Your school's library
 - c. Your public library (check with them to see if they accept donated books)
2. Place a label in the inside cover stating:

<i>This Book is Donated in Honor of</i>
Susie
FOR
100 Hours of Volunteering
BY
Glenview Elementary PTO
DATE
March 23



3. The honoree will be able to share this with her family and friends for years to come. She'll feel as if they've named a street after her!

Three-way Recognition

Goal: Identify qualities we appreciate in co-workers, employees, and managers.

Number of people: 6-24.

Time: 25 minutes.

Props: Flip chart paper, markers, masking tape, [Pocket Praise® Cards](#), pens.

Step-by-Step:

1. Divide participants into three groups: A, B, and C.
2. Ask group A to think about things they appreciate about their co-workers.
3. Ask group B to think about things they appreciate about their managers.
4. Ask group C to think about things they appreciate about their employees.
5. After 10 minutes, ask a spokesperson from each group to share its list.
6. Then ask, “What do you notice about these three lists?”
7. Common responses:
 - a. “They’re very similar.”
 - b. “Many of the qualities cut across all three groups.”
 - c. “I never thought about recognizing ‘up’ to my manager.”
8. Ask the entire group to think about someone they would like to recognize, possibly someone who came to mind while brainstorming.
9. Distribute Pocket Praise cards, and ask each person to write that person a note, identifying:
 - a. The quality I appreciate
 - b. Why it’s important to our organization
10. Ask two or three people, on a volunteer basis, to read their notes to the group.