

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 THREE

Customer Service

E-Mail Customer Service: Rude Dudes Revealed

Goal: Review professional e-mail etiquette for customer communication.

Number of people: 4 to 16.

Time: 30 minutes to 1 hour, depending on group size.

Props: Flip chart paper, colored markers, masking tape, access to [Baudville's ePraise®](#).

Step-by-Step:

1. Prepare a flip-chart page that looks like an e-mail screen, including To, From, Subject, and Text. Write a rude e-mail message to a customer on it, which would anger or confuse its recipient.
2. Post this sample, and tell the group that this is their big chance to write that rude e-mail they've always wanted to – without sending it, of course.
3. Ask for the group's input to help you edit your rude e-mail, so that you create a polite, clear, professional message which is the model for excellent customer communication. Use a contrasting color marker to mark through the rude words, and then write the professional words above.
4. Assign pairs of team members to tape blank flip-chart sheets (one per pair) on the wall in separate corners. Spill out into halls or other rooms if needed for privacy.
5. Ask pairs to take 5 minutes to write their own rude or confusing e-mail, pulling no punches!
6. After 5 minutes, ask the pairs to walk to the message to their right, so that all pairs are now standing in front of another group's rude message.
7. Give each pair a marking pen in a contrasting color and ask them to edit (as you had demonstrated earlier), marking through the rude or confusing words, correcting the message by adding professional and helpful wording. Allow 5 minutes.
8. When all are finished, ask the whole group to gather around one message. Ask the pair who corrected it to read it aloud, first the original, then their correction. Then ask the whole group to walk to each one in turn. Enjoy hoots and hollers for this imaginary chance to be rude!
9. Back in REAL e-mail life, send ePraise notes to your customers for the things they do which make it easy to do YOUR job.

Stamp of Approval for Customer Service

Goal: Change the assumption that margin notes on a report mean something's wrong.

Number of people: 2-10.

Time: 5 minutes to explain; 1 minute per person per day.

Props: Self-Inking stamps of approval, one per person, or a set of unique [certificate seals](#) per person;

[Making the Difference border paper](#); scissors.

Step-by-Step:

1. Bring an assortment of self-inking stamps or sets of certificate seals (one per person) to a team meeting.
2. Ask each person to select one stamp, which will become her individual "Stamp of Approval."
3. Ask each person over the next week to find something valuable (a behavior or result) in a report. Then she should circle it, pencil in a brief note as to why it is valuable, initial the note, and put her "Stamp of Approval" in the margin. Then deliver or send that report to the person responsible for that valuable behavior or result.
4. Everyone is asked to bring the stamped reports they received to next week's meeting and read the identified behavior or result with its accompanying note and initials to the group.
5. The team leader brings scissors, cuts out each "Stamp of Approval" comment from the reports, and glues them on border paper to post on the bulletin board.



Put Yourself In Their Shoes

Goal: Help “phone” people and warehouse people appreciate what it takes for the opposite group to do their jobs (can be used during Customer Service Week).

Number of people: 2-50.

Time: 2 hours to prepare; 5 minutes per participant during the day.

Props: Tagboard (poster paper) “Telephone Gal” and “Warehouse Guy” cutouts, extra pre-cut smaller pieces of tagboard, scissors, crayons, and tape.

Step-by-Step:

1. Ahead of time, make two silhouettes of people with tagboard, one male and one female, 30” to 60” tall. Attach these figures to some kind of panel (such as a small erasable board or anything to provide support). Set them on top of a banquet table or smaller table in a high-traffic area convenient to both customer service and warehouse associates.
2. On the table, provide smaller pieces of tagboard on which you’ve drawn outlines of the tools each group needs to do their jobs. You’ll ask participants to “finish” the pieces by cutting them out and coloring them.
Draw items like pens, clip boards, tool boxes, headsets, a computer mouse, packing boxes, etc. to give participants ideas. Provide plenty of extra pieces of small tagboard for participants to use to create extra items.
3. Explain to the groups that you want them to think of all the tools and items it takes for the opposite group to do their jobs to increase awareness and appreciation of the other group.
4. Ask everyone to stop by the table today and create or “finish” a tool for the opposite group’s silhouette and tape it to the silhouette.
5. Encourage groups to participate that day, as these new paper employees will be completed and displayed for everyone tomorrow!

ePraise International

Goal: Personalize customer and vendor relationships around the world.

Number of people: Unlimited.

Time: One minute per day.

Props: [Baudville's free ePraise®](#).

Step-by-Step:

1. As you communicate with your vendors, suppliers, or customers on the phone or via e-mail, take a moment as you become comfortable to find out a bit about them as individuals.
2. When it's appropriate, ask, "What's going on in your life?" or any form of a question you're comfortable with that signals, "I see you as a person."
3. Learn about their new grandchildren, children's graduations, marriages, deaths, promotions, new homes, new cars, softball leagues, church events, etc.
4. Immediately after this communication, and before you forget, send the person an ePraise to extend the appropriate feelings.
5. Now enjoy their pleasantly surprised reactions!

Customer Service Do's & Don'ts

Goal: Refresh your group's memories on good and bad customer practices.

Number of people: 2-20.

Time: 30 minutes.

Props: Flip chart and markers, index cards, hat, small box, or basket.

Step-by-Step:

1. Tape two flip-chart sheets side-by-side on a wall. Ask for two volunteers to be writers. Ask one to write "Good" at the top of their sheet and the other to write "Bad" at the top of theirs.
2. Distribute two index cards to everyone else in the group.
3. Ask them to think of their worst experience as a customer and write a few key words describing it on one of the index cards and then sign their names.
4. Ask them to do the same with their best experience as a customer on another card.
5. Ask them to put both cards in the hat.
6. Draw a card from the hat, read the key words aloud, then ask its author to tell the story in one minute. It's important to keep these short; we can all talk forever about our bad experiences.
7. Just before each person begins to tell his story, ask the group to see how quickly they can tell whether this is a "good customer service" or "bad customer service" story – like identifying a song after hearing only a few notes.
8. When someone wants to guess, she may raise her hand, the person telling the story will pause, and the guesser will say, "Good" or "Bad."
9. The storyteller will confirm the guess, then ask the person at the flip chart sheet to listen to the story and capture the key behaviors of the customer service (or sales) person which makes this a "Good" or a "Bad" story. She'll write those key behaviors (words or short phrases) on the paper.
10. Continue to draw cards out and repeat the steps above until all are drawn.
11. Discuss what the "bad" stories have in common.
12. Discuss what the "good" stories have in common.
13. Save the flip chart sheets to post in your department or review at your next meeting.

Listen to the Customer

Goal: Overcoming barriers to listening when on the phone with customers.

Number of people: 8-24.

Time: One hour.

Props: 8 different colors of 8 1/2 x 11" paper, 8 clear plastic sheet protectors, 8 sheets of card stock (8 1/2 x 11"), 2 toy telephone receivers or headsets.

Step-by-Step:

1. Prepare title cards on colored paper by printing the following titles in large font (landscape-oriented), one per sheet.
 - a. Noisy work space
 - b. Fatigue or stress
 - c. Customer speaks too slowly or too much
 - d. Visual distractions/Co-workers trying to get my attention
 - e. Customer speaks fast or with accent
 - f. Customer is unclear or uses terms I don't know
 - g. Customer raises voice or speaks rudely
 - h. I think I know what the customer is going to say
2. Put each title card into a sheet protector with a sheet of card stock.
3. Ask your group to stand in a circle.
4. Explain that on each card is a barrier to good listening. Many of these we can't control, but we can figure out some ways to deal with them professionally and listen effectively.
5. Read each one to the group, then toss it onto the floor in the center.
6. When all eight are on the floor, ask everyone to select the card he'd like to work on. (You may have one, two, or three people per card.)
7. Ask them to take the title cards and go to separate places in the room.
8. Ask them to prepare a short skit for the group, with one person playing the role of the customer and one person playing the role of the customer service representative, to include:
 - a. Introducing their topic by reading and holding up the title card
 - b. Using the phones or headsets, acting out:
 - i. The wrong way to react when this barrier is present
 - ii. The right way to react when this barrier is present
9. After each group finishes, display their title cards at the front of the room.
10. Use the eight cards as your visual aids to summarize the key points learned during these dramatic moments.

Vocal Charades for Customer Service

Goal: Fine-tune your voice for a professional phone personality.

Number of people: 5-20.

Time: 45 minutes.

Props: Flip chart or erasable board and markers, five index cards.

Step-by-Step:

1. Write the five voice qualities below on your chart paper or board, and also on index cards (one per card).
 - a. Tone: expresses feeling, the “smile” in your voice
 - b. Inflection: emphasizing words to express meaning
 - c. Pitch: how high or low voice sounds
 - d. Rate: number of words spoken per minute
 - e. Volume: how loud or soft voice sounds
2. If you have more than five people, divide your group into five small groups (2, 3, or 4 per group).
3. Fold the cards to conceal what’s written on them, and put them into a hat or basket.
4. Ask each group to draw a card. This becomes their subject for Vocal Charades.
5. Without letting the other groups know which card they have drawn, they are asked to create a charade with their voices (one or several persons can speak; it’s their call). The purpose of the charade is to demonstrate the extremes of the voice quality on the card they’ve drawn. They will act out the charade with their voices. They should keep their backs to the group, so facial expressions won’t be seen.
6. As each group acts its charade, the other groups guess which of the five voice qualities is being demonstrated.
7. When someone guesses correctly, stop and discuss the impression we make on customers with the tone, inflection, pitch, rate, or volume of our voices.
8. Ask each person to choose one voice quality she would like to fine-tune in her conversations with customers.



Cheerful Change is Cool at the Pool

Goal: Reward outstanding customer service.

Number of people: Unlimited.

Time: 10 seconds per person recognized.

Props: Cheerful Change™ coins.

Step-by-Step:

1. Provide managers with a jar of Cheerful Change to keep in their offices.
2. Ask them to look for times when a summer aquatics program employee goes out of her way to:
 - a. Do work that is “extra”
 - b. Spend extra time to teach a customer effectively
 - c. Make a staff member feel more comfortable and needed
 - d. Implement a new idea
3. Coach them to tell those individuals that they appreciate what the summer employee did, referring to the particular action recognized, and then to hand out a Cheerful Change coin.
4. Employees may then redeem the coins for:
 - a. Food or drinks at the snack bar
 - b. An extra break
 - c. One “get-out-of-an-assignment-free”
5. Cheerful Change is extremely cost effective, since the coins are redeemed for the reward of choice, then used again and again!

Customer Window

Goal: Learn how you can better serve your internal customers.

Number of people: 1-30.

Time: 20 minutes per customer response.

Props: One Customer Window sheet per customer you wish to survey.

Step-by-Step:

1. Create Customer Window sheets by drawing two lines to divide an 8 1/2 x 11" sheet in four quadrants. Label each quadrant with the information you're asking for in each box:
 - a. What you want and get from me (or my department)
 - b. What you want but don't get
 - c. What you get but don't want
 - d. What you don't want and don't get
2. Visit your internal customers privately, one-by-one. Tell them that you would like to have 20 minutes to find out how you can serve them better.
3. Explain the Customer Window sheet and how it will help you. Ask for information from them in either of two ways:
 - a. Interview them during this meeting and fill in the boxes with their responses, or leave it with them if they prefer to have time to think about it and complete it on their own. Tell them when you would like them to return it and jot the date down on the form.
 - b. When you receive their responses, whether verbally or on paper, take care to be open and non-defensive about any criticism you receive. Your customers will tell you some things that you may not find easy to hear. It's important not to argue, justify why you do things the way you do them now, or be defensive in any way. You're not obligated to make all the changes they ask for. Just write them down and tell your customer that you'll think about these and respond by a certain date. Thank them for taking time to give you their ideas.
4. Use the information from quadrants B and C to plan improvements you can make.
5. Feel good about the information you get in quadrants A and D. This is what your customer likes about your work!
6. Options:
 - a. A supervisor may use it to learn what her team would like from her.
 - b. Team members may use it with each other if there is strong trust.
7. If you're not in an open, non-defensive mood, don't use this tool. Save it until you're ready to listen to negative feedback and receive it as an opportunity to improve.

Customer Window

To my customer _____, would you complete this
“Customer Window” to give me insights into how I may serve you better?

Please return by _____.

Thank you for your valuable time. (signature) _____

	Want	Don't Want
Get	A	C
Don't Get	B	D

Customer Window

To my customer _____, would you complete this
“Customer Window” to give me insights into how I may serve you better?

Please return by _____.

Thank you for your valuable time. (signature) _____

	Want	Don't Want
Get	A	C
Don't Get	B	D

Happy Bedfellows

Goal: Recognize outstanding hospital patient care.

Number of people: Unlimited.

Time: 5 minutes per person recognized.

Props: Baudiville's free ePraise®, certificate paper, certificate seals.

Step-by-Step:

1. To give extra recognition to employees who receive positive comments, verbal or written, from patients or their families, equip all your department managers and supervisors with tools to make recognition easy and lasting.
 - a. Use ePraise to send quick notes employees can print, save, and take home to put on the refrigerator.
 - b. Make certificates to be presented at your management council meetings.
 - c. Add a personal gift such as a plant, gift certificate, CD, or book for performances that go above and beyond.
2. Use these tools to double the impact of recognition received from happy patients. Employees get recognized once by the patient, then again by their manager. This lets them know how important their good work is!

Customer Relationship Management - Bank On It!

Goal: Manage relationships with your best/most valued customers.

Number of people: Unlimited.

Time: 2 hours per week.

Props: Pocket folders, mints, pens, mousepads, tumblers, tote bags, [employee gifts](#), [Baudville's free ePraise](#).

Step-by-Step:

1. Prepare a PowerPoint presentation to give examples of customer relationship management and train your entire employee group.
2. Print event materials and recognition information.
3. Introduce Customer Relationship Management to all employees with a kickoff to form teams. Everyone from couriers to the president and board of directors are on teams.
4. Introduce your focus on Quality Customer Service for your best/most valued customers.
5. Give out pocket folders, pens, and mints to all employees. Have drawings for mouse pads, tumblers, tote bags, and other gifts.
6. Give posters, recognition boards and books to team leaders. Ask them to have daily 5-minute huddles to cover the topic of the day, educate, and give recognition.
7. Equip managers with coupon sets for special recognition.
8. Link to ePraise from your intranet or website so ALL employees are able to give great peer recognition.

Good Impressions for Customer Service

Goal: Understand the impression you make on others and refine customer skills.

Number of people: 8 to 32.

Time: 20 - 30 minutes.

Props: Lists of scenarios such as listed in step 5 below (1 copy per 4-6 people).

Step-by-Step:

1. Divide group into teams of 4-6. (Number off to separate people who are most familiar with each other.)
2. Ask teams to select a leader who will best succeed in the scenarios you will give them.
Participants cannot ask about the experiences or expertise of their team members; selection is based only on their observations of this person's behavior and how she appears.
3. The same person can be selected as leader for two or more scenarios.
4. At the end of the selection phase, a team representative will be asked to explain to the entire group why each selection was made.
5. Sample scenarios (revise according to your organization's challenges): Who do you think would lead this team to:
 - a. Find our way out of the woods at night?
 - b. Meet extremely challenging customer retention/sales goals?
 - c. Escape a snarling dog?
 - d. Apologize to irate customers and save the business?
 - e. Calm a crying lost child?
 - f. Finish a complex, important report within three hours?
 - g. Plan the 50th annual company picnic?
 - h. Sell 1,000 tickets for a local charity concert?
 - i. Remain patient when being blamed?
6. These scenarios are meant to indicate how appearance, facial expression, voice, posture, willingness to act, etc., project definable impressions on co-workers and customers.
7. Read the first scenario out loud, then ask each team's spokesperson to name the leader they selected and explain why the group selected him.
8. On a flip chart or erasable board, ask someone to record the qualities which influenced the team to select that person. Ask the teams to be very specific with their comments, so that everyone gets a clear picture of the qualities which are perceived as successful.
7. Read the other scenarios in turn to complete all your scenarios.
9. Capture the qualities listed and review with the group quarterly.
10. Give lots of recognition when you see people exhibit these qualities!