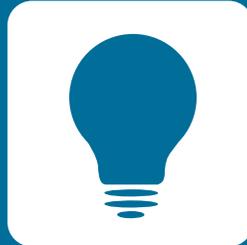




POSITIVE



CULTURE



IDEAS

52 WAYS TO A  
POSITIVE WORK CULTURE

**BAUDVILLE**<sup>®</sup>  
THE PLACE FOR DAILY RECOGNITION

# HOW TO USE THIS EBOOK

This eBook is designed to help you and your team create a positive culture where you can work, innovate, and collaborate. We recommend you use one of the fifty two tips and ideas every week as a team or individually. Getting everyone involved will help you make greater strides toward a positive culture.

A great way to use the ideas in this ebook is to kick off each week with a quick a 10-minute team meeting. Start promptly even if everyone’s not there yet. Stay on task to keep to your 10-minute limit!

At your first meeting, pick one of the positive culture ideas, and write it on a white board or flip chart. Together brainstorm specific ways to bring the idea to life, and add your ideas to the board or flip chart. At nine minutes, everyone initials an activity to try in the coming week.

At next week’s meeting, form a circle and read last week’s idea aloud. Go around the circle, reporting on the activity you tried. Give brief positive recognition after each report. Plan for next week by selecting a new idea and following the steps used in meeting one.

We hope the ideas in this ebook will serve as a starting point to your own fun and creative positive work culture ideas. Share your positive culture stories, tips, and ideas on the [Baudville Facebook page](#) and get ideas from other positive culture cultivators, too!

Cheers!

**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](#) on [Baudville.com](#).

CREATE A  
**POSITIVE  
 CULTURE**  
 WHERE YOU CAN WORK,  
 INNOVATE, AND  
 COLLABORATE.

# POSITIVE CULTURE

## 1. Start the day right.

### Sample ways:

- Peek into a co-worker's office and call out, "Good morning, Debra."
- If you're on the phone, wave, and give a big smile to a passing co-worker.

## 2. Focus forward.

### Sample ways:

- Say, "Next time, we'll get it right." Smile.
- Say, "For future reference," rather than "Don't you know you shouldn't have ...?"

## 3. Give advance warning when time is short.

### Sample ways:

- Say, "Glad you called. I only have a minute now, but let's get started and finish later if that's O.K. with you."
- Say, "I must apologize that I have to go into a meeting in five minutes."

## 4. Listen without judgment.

### Sample ways:

- When people tell you their problems, don't automatically offer advice.
- If they ask for advice, give it briefly.
- Let go of whether or not they act on your ideas.

## 5. Focus on the problem, not the person.

### Sample ways:

- Say, "Let's have coffee and figure out how to prevent this from happening again," rather than, "We (or you) have a problem."
- Say, "I know we can fix this if we work together. When's a good time?"

## 6. Accept all gifts.

### Sample ways:

- Say "Thank you" for all ideas. You don't have to put them to use.
- Say, "Thank you for the homemade cookie." If you're dieting, nibble an edge, save it for later, or hide it.

## 7. Just say "I."

### Sample ways:

- Say, "I'll think on that," rather than, "That won't work."
- Say, "I might try ..." rather than, "You shouldn't ..."

## 8. Be a conversation facilitator.

### Sample ways:

- Ask questions instead of one-upping with your own story.
- Welcome newcomers by summarizing what your original conversation partner was saying. Both she and the newcomers will feel more comfortable and valued.

## 9. Let your co-worker know you heard him. Don't jump to a new subject immediately.

### Sample ways:

- Ask, "Then what happened?"
- Say, "You must've felt great."

## 10. Show you care.

### Sample ways:

- Show up at events where co-workers are showcased.
- Ask about people your colleagues care about: someone who's entering a new school, learning to drive, starting a new job, etc.
- Go out to lunch and ask, "Tell me about yourself," or "What do you do when you're not working?" Listen.

## 11. Focus on one person 100%.

### Sample ways:

- Turn so that your shoulders are square with his, and make eye contact.
- Don't look over your co-worker's shoulder when she's talking. It gives the impression you're trying to find someone else you'd rather be with.

## 12. Admit you aren't perfect.

### Sample ways:

- Say, "I made a mistake."
- Say, "My fault. I should have let you know about this last week."

## 13. Make others feel important.

### Sample ways:

- When talking with someone, use his name often.
- Ask about her current project; listen without suggesting a better way to do it.

# TEAMWORK

## 14. E-mail with care.

### Sample ways:

- Handle problem situations in person, not on the screen.
- Use e-mail for neutral or celebratory communications, never for messages containing negative emotions or bad news.

## 15. Let go.

### Sample ways:

- Say, "Great. Let's try your idea. I bet I can learn something."
- Move away from the spotlight in a meeting when you see an opportunity for a co-worker to shine.

## 16. Share your trade secrets.

### Sample ways:

- Teach a co-worker how to use a software application.
- Introduce co-workers to people who help you with certain tasks.

## 17. Help co-workers succeed.

### Sample ways:

- Offer to help someone on a tight deadline.
- Offer to create graphics or handouts for a co-worker's presentation.
- Offer to set up a meeting room.
- Offer to assemble tools.

## 18. Acknowledge your team members' presence and value.

### Sample ways:

- Stop by a colleague's desk, ask "How's your day?" and just listen.
- Thank a co-worker whose help or expertise makes your job easier.

## 19. Swing a positive grapevine.

### Sample ways:

- Say, "Production just hit a new high!"
- Say, "Word is, your team just made a breakthrough."
- Say, "I heard that the XYZ team is working on a system that might help you, too."

## 20. Accept negative feedback gratefully.

### Sample ways:

- Say, "You saved me!"
- Say, "Thanks for telling me (though this is not easy for me to hear)."
- Say, "Good catch! You don't miss much!"
- If the feedback upsets you, let it sink in for 24 hours before you respond.

## 21. Go easy on honest mistakes.

### Sample ways:

- Say, "We all miss things sometimes. Good catch now, though!"
- Say, "I hate it when I do that!"
- Say, "Good recovery."

## 22. Use their names.

### Sample ways:

- Say, "Let's work on this problem together, Keith."
- Ask, "Adele, would you teach me how you do that so fast?"
- Say, "I like Joe's idea."

## 23. Tell team members first.

### Sample ways:

- Say "I'll need this info by 10:00 each day," rather than complaining to his supervisor that he's late.
- Say, "I need quiet time to work," rather than complaining about her interruptions to others.

## 24. Avoid playing "gotcha" in public.

### Sample ways:

- Give your co-worker advance notice if a problem in his area will be discussed in a meeting. Offer to help find solutions beforehand.
- Discuss the problem, not the person. Say, "We lost an order," rather than, "Alicia dropped the ball."

## 25. Volunteer.

### Sample ways:

- Say, "I'll be happy to find out."
- Say, "I can arrange that."

## 26. Build trust.

### Sample ways:

- Say nothing negative about co-workers.
- If negative talk starts, say, "Let's discuss Mary's work only when she's present."

# CUSTOMER SERVICE

## 27. Give your customers a warm welcome.

### Sample ways:

- Answer your phone with a smile and energy in your voice.
- Look your customer in the eye, smile, and greet her by using her name.

## 28. “Wow” customers with follow-up.

### Sample ways:

- E-mail confirmation of a phone action plan.
- Say, “I think I can get an answer within one hour. Is that acceptable?” Then do it.
- Call or e-mail to make sure a shipment arrived and is complete.

## 29. Help customers ask for help.

### Sample ways:

- Ask, “Do you have any questions?”
- Say, “That’s a great question.”
- Ask, “How else can I help you?”

## 30. Say “thanks” for everything.

### Sample ways:

- Say, “Thanks for calling.”
- Say, “Thanks for trusting us with your business.”
- Say, “Thank you so much for letting us know.”

## 31. Warm up your e-mails.

### Sample ways:

- Open with “Hello, Ms. James,” or “Good morning, Fred.”
- Close with “Thank you for your help,” or “Good hearing from you,” and your name.

## 32. Love the unhappy customer.

### Sample ways:

- Say, “I’m sorry this happened. I appreciate you letting me know.”
- Keep your voice volume soft and your rate of speech slow.

## 33. Don’t interrupt!

### Sample ways:

- Say to yourself: “My challenge is to listen until she’s finished. If I can do this, I’m a success.”
- Put a “Be patient” sign on your computer monitor.
- Give your customer three seconds of silence to make sure he has said everything he wishes to say.

## 34. Focus only on the customer.

### Sample ways:

- If you’re interrupted when you’re with a customer, say to the interrupter, “Be with you in a moment,” smile, and turn quickly back to the customer.
- If you’re on the phone, smile at the visitor and hold up your index finger to signal: “One minute.” Quickly focus back on your customer.

## 35. Ask, don’t tell.

### Sample ways:

- Never say “You’ll have to ...” or “You can’t ...”
- Say, “May I ask you to ...?” or “Could you please ...?”

## 36. Explain what you’re doing.

### Sample ways:

- Say, “May I put you on hold while I check on that order?”
- Say, “I’ll ask if we can make an exception if you’d like to hold for a moment.”

## 37. Learn about your customers as people.

### Sample ways:

- Say, “I hope your weekend was a good one,” or “I hope you’re having a good week.”
- If your customer volunteers personal information, make notes. Next time you’ll be able to ask, “How’s that new granddaughter?” or “How’s your softball team’s season?”

## 38. Focus on the “can,” not the “can’t.”

### Sample ways:

- Don’t say “It’s not our policy ...” or “We can’t ...”
- Say “Here’s what I can do ...” or “Here’s how we can handle this ...”

## 39. Use your customer’s name often.

### Sample ways:

- Ask, “May I ask your name, please?”
- Say, “Thank you, Mr. Smith, or “I’ll change this now, Ms. Zimmerman.”

# RECOGNITION

## 40. Recognize progress, not just results.

### Sample ways:

- Say, “I can see you’re really working to get this done.”
- Say, “With this kind of improvement, we’ll make our goal for sure!”

## 41. Ask your co-workers to share their skills.

### Sample ways:

- Ask, “How do you manage your time so well?”
- Accept what you hear with respect and appreciation, and end the conversation. No judgments, comparisons, or “Wouldn’t work for me!”
- Ask, “What’s the secret of your success with picky customers?”

## 42. Listen actively.

### Sample ways:

- Ask, “Tell me how you pulled off that huge project on time!” Don’t offer a different way she could’ve done it.
- When you realize a colleague is talking about something he’s obviously proud of, turn away from your papers or computer so you won’t be tempted to glance at them.

## 43. Return to the scene.

### Sample ways:

- A week after a celebration’s hoopla is over, stop by a co-worker’s work area and make a positive comment, reminding her of that accomplishment.
- Make a funny sign: “Scene of Success.” Post it in a co-worker’s space.

## 44. Personalize recognition.

### Sample ways:

- For a co-worker who doesn’t like public recognition, write a note or e-mail, or tell her privately in person what you like about her work.
- For a “ham,” arrange to have his name mentioned at a meeting.

## 45. Tattle to a supervisor.

### Sample ways:

- When someone does something you value, thank him in an e-mail, and copy his supervisor.
- Say to your boss, “Just thought you should know how helpful Heather was on this project. She saved us a lot of time.”

## 46. Encourage “loud and proud.”

### Sample ways:

- Ask, “Tell me some things you’ve done this year that you’re proud of.”
- Open a meeting with, “First, let’s talk about what we’ve done well this month (or week).”

## 47. Praise. Close mouth. Smile.

### Sample ways:

- After you’ve said, “Nice job with that order,” resist the temptation to add, “By the way, the XYZ report is overdue.”
- Handle other requests or projects at a later time.

## 48. Hand out nicknames.

### Sample ways:

- Say, “I dub thee ‘Cool-hand Carol’ for your calm under fire.”
- Say, “I’m going to call you ‘Stan the Man’ for always getting it done.”
- Say, “You are hereby named ‘Her Excel-lency’ for teaching me to use this confounded spread sheet.”

## 49. Let us hear your body talk.

### Sample ways:

- Give a discreet thumbs-up to a co-worker immediately after his presentation.
- After a colleague makes a valuable comment, look at her face for two extra seconds as you let her words sink in.

## 50. Wander.

### Sample ways:

- Take five minutes to walk around your department and look for behaviors to recognize. Pause with a comment and a smile.
- Take a tour of graphs, memos, or reports on bulletin boards. Use a colorful pen to write positive comments and sign them.

## 51. Share the credit.

### Sample ways:

- Say, “Nate’s experience showed us ....”
- Say, “This phase was turned around in no time thanks to Sherri.”
- Say, “As Lynne pointed out earlier, ....”

## 52. Give people reputations.

### Sample ways:

- Say, “Sam always comes prepared.”
- Say, “Cindy always goes the extra mile to make us all look good.”
- Earn a reputation for giving reputations.