



21 DAYS OF THANK YOU!

Use this exercise to get you started on consistently showing appreciation for your team members! If you do this already, use it to reinvigorate your efforts. Stick with the program for a full 21 days and do every exercise consecutively, taking only your personal days off. Remember, when you thank someone be sincere with your praise and be very specific about what it is you appreciate in them. Do this for 21 days and watch people shine through the power of your praise.



Day One: Send an email thanking an employee or co-worker who makes a difference in your work life. Be sincere and very specific about what they do that you appreciate. Expect nothing in return - just reach out and say thank you!

Day Two: Thank an employee face to face, telling them specifically how they make a difference to your company and/or your work day. If you work alone, pick up the phone and talk to them or leave a message.

Day Three: Spend some time purposefully "walking the floor" today and, in the words of Ken Blanchard, "catch someone doing something right." When you See It, Say It - giving them on-the-spot specific praise. Try to find someone who is demonstrating one of your customer service standards and specifically share with them what they did, how it relates and why you appreciate it. If you have time, find 2 or 3 other people and do the same for them.

Day Four: Plaster Positive Post-It Notes™! Gather a group of department heads and/or co-workers. Choose one employee you want to praise or encourage. Write positive messages on Post-It Notes and plaster all over their work area. Give someone a big visible WOW and make their day.

Day Five: Start a Chain of Kindness. On a paper "link" write specific words of praise about an employee or co-worker. Share it with them & let them bask in your words for a moment. Now give them a blank chain link and ask them to find someone else to praise and appreciate. And so on. Post the chain on the bulletin board and watch it grow as others pay it forward.

Day Six: Encourage an employee who needs a little lift. Let them know how they make a difference and what they do well. Ask them what they need help and guidance on and provide it. Strive to have the employee leave the conversation feeling great about themselves and their work.

Day Seven: WOW Patrol. Choose an employee who has really gone above and beyond. Put together a balloon bouquet and a special certificate. Gather that person's co-workers and go off to surprise the person with the WOW Patrol. Share how they've made a difference in front of their peers, applaud together and celebrate. Gift them with the balloons and certificate and take a group photo.

Day Eight: Write a hand-written thank you note for an employee or co-worker, specifically stating how they make a difference to the team, your customers, and/or your workday.

Day Nine: Take a piece of paper and, with a pen or pencil, divide it into two columns. In the first column, list the names of all your direct reports. In the second column, write something positive that each person contributes to the team. Leave no one out – even if you really have to work to find the positive. 😊 Carry that list with you for a week and as you have the opportunity, privately share the appropriate positive praise with each person on the list. Try to get through the entire list within a week.

Day Ten: Bring in treats to say thank you to your entire team! Bagels, Pizza, Cupcakes, or M&M's (because they are marvelous and magnificent.) If you'd prefer not to use food, purchase \$1.00 lottery tickets for each staff member. Just be prepared to lose someone special should one be a winning ticket!

Day Eleven: Visit with a new employee or co-worker. Welcome them to the organization and invite them to have lunch with you. Spend some time getting to know them and introduce them to at least 3 other people. Follow up with a hand written welcome note!

Day Twelve: Find an employee or co-worker who does a lot "behind the scenes" without a whole lot of recognition. Let them know that you notice their work and specifically point out how the little things they do make a big difference.

Day Thirteen: Gather your team for an impromptu stand-up meeting. Ask each person to spend 60 seconds sharing good news with the team. It can be personal or professional good

news. Celebrate together and go back to work! If you already have a meeting scheduled for today, begin or end it with this good news exercise.

Day Fourteen: Have face to face meetings today with at least 2 employees. Talk to them about their long-term goals. Where do they see themselves in 5 years? See where you might be able to encourage and mentor them in reaching their goals. Consider what you might be able to delegate to them that would challenge them and help them along the path to their desired future. If this is something you do regularly, choose 2 new people to help.

Day Fifteen: Regardless of what department you work in; leave a thank you note (and maybe some treats) for the third shift team. Be specific in your praise and let them know how you appreciate their good work at such odd hours. If you lead people who work the third shift, show up during their shift with goodies to personally thank them.

Day Sixteen: Decide to give someone who's gone above and beyond lately a Standing Ovation! Gather 10 or more co-workers to meet at a pre-determined place and a pre-determined time. Arrange for the employee in question to come by (once everyone is assembled) and give them a long-lasting, heartfelt standing ovation! Be sure to tell them specifically what they did to warrant such a visible display of appreciation.

Day Seventeen: Surprise an employee with one of the following – 1. Let them leave a half hour early with pay. 2. Give them a long lunch and do their job for an hour. 3. Swap one task with them – their choice.

Day Eighteen: Start a traveling trophy! Find something fun to use as a trophy. A big visible STAR shaped necklace would be very appropriate. Or a pin-on award ribbon. Give it to one of your employees and tell them specifically why they get to wear this award today. Let them know how they make a difference. The key is though...they can wear it for one hour. When one hour is up, they need to find someone else who makes a difference, tell them why and give them the ribbon or trophy to wear for an hour. Keep it going all day and see who ends up with it!

Day Nineteen: Write and deliver five “Applause” certificates today. Be very specific in how each person demonstrates the standards you hold for customer experience.

Day Twenty: Have lunch with one or two of your direct reports. Ask for their opinions, no holds barred, about how things are going at work. What are their specific suggestions for improvement? Thank them for their input. Over the course of the next week, try to implement at least one or two of their ideas and be sure to give them the credit.

Day Twenty One: Write a hand-written thank you note to one of your employees who has really gone above and beyond lately. Instead of hand-delivering it to them, send it snail mail to their home.

Congratulations!!! You have completed your 21 Days of Thank You. You ROCK! However, don't stop there. You have probably already noticed that there is tremendous power in finding the positive in others and letting them know what you see in them. Keep it going. Go through the 21 Days again, repeat the action items you liked, or come up with some creative ideas of your own. Praise and recognition does not have to be expensive. It does, however, have to be consistent to make a real difference. Strive to thank at least 5 employees or co-workers every single week. Be Specific; Spontaneous; Sincere; And Do it Soon.

And as for Red-Carpet Customer Service

When you See it in Action, Say It Immediately. 😊



RED-CARPET

LEARNING SYSTEMS

ENGAGING YOUR TEAM TO IMPROVE THE CUSTOMER EXPERIENCE



KEYNOTES · TRAINING
CONSULTING · COACHING
CURRICULUM DESIGN

Visit us at: www.DonnaCutting.com

Call us at: **800-519-0434**

Email us at: Donna@DonnaCutting.com

“Red Carpet Customer service is a fun and interactive training that has re-energized our workforce to raise the level of customer experience at our properties.”

- Cori Whitacre, Vice President of Organizational Development, Penn National Gaming