

# Celebrating Dedication

## Aim of the Video

The video will encourage staff to consider what, when and how they would like to celebrate throughout the year. It will provide the team with an insight into the different celebration, recognition and reward styles of co-workers and confirm that stopping to celebrate is key to maintaining a culture of service excellence.

## Play the video up to the Pause

### During the Activity

- You may prefer to have attendees complete this activity after the video as some staff may prefer time to think, particularly about their own celebration styles and needs.
- If you have a large group completing this video, consider limiting the amount of ideas to 1 per question.

### Discussion Points

- Encourage attendees to think 'outside of the box' for how they would like to celebrate as what are considered as 'silly ideas' can lead to possible actions.
- Encourage attendees to think beyond celebrations for meeting targets or exceeding quotas i.e. set goals to reduce paper usage, consecutive days of a clean staff kitchen, staff work anniversaries.

### Before returning to the video

- Record responses to the questions on a whiteboard or butchers' paper so all attendees can see them.
- If suitable, ask attendees to vote for the best ideas.
- Confirm that compromising is a key component for being a team member.

## Press PLAY

### Post Video

- Record the suggestions and confirm you (or the relevant person) will review for possible implementation
- Provide feedback to the team on the outcome of the review.

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## **HANDOUT**

- 1. How do you personally like to be rewarded for your dedication to service excellence?**
- 2. What should we as a team celebrate?**
- 3. When/How often should our team stop and celebrate?**