Valuing the Customer & Team Member
opportunitynowhere
Enjoy & have fun!

- Identify attitudes and behaviours that create energy and positivity in the workplace.
- Explore some core principles that enhance teamwork and promote effective customer care.
- Engage in a ‘commitment to change’ activity.
How will I think or act differently as a result of this workshop?
We open doors for curious minds
Be Open to Change

Open mind, open heart
Getting to know each other (a little better)
Setting the Context
Challenge!

'The Main Thing is to keep the Main Thing the Main Thing'
True North
What is your MAIN THING for valuing the customer and your team at the RCN?
Service

Teamwork

Leadership
FiSH! Philosophy

Build a culture where staff love to give their best every day.

Improve teamwork and build trust.

Provide amazing service that ensures customers/members want to come back again and again.

Build effective leaders who inspire through their example.
PLAY™

MAKE THEIR™ DAY™

BE THERE™

CHOOSE YOUR™ ATTITUDE™
PLAY

IS NOT A SPECIFIC GAME OR ACTIVITY. IT IS A STATE OF MIND THAT BRINGS NEW ENERGY TO THE TASKS AT HAND AND SPARKS CREATIVE SOLUTIONS.
...taps into your natural way of being creative, enthusiastic and having fun. Play is the spirit that drives the curious mind, as in “Let’s play with that idea!” It’s a mindset you can bring to everything you do.
Let's Nail It!

Group Exercise
We don’t stop playing because we grow old; we grow old because we stop playing.

George Bernard Shaw
<table>
<thead>
<tr>
<th>My Actions and/or Changes</th>
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<tbody>
<tr>
<td><strong>Play</strong></td>
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<td><strong>Be There</strong></td>
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<td><strong>Choose Your Attitude</strong></td>
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The first action (or change) I will commit to do following this workshop will be:
MAKE THEIR DAY

IF YOU FIND YOUR ENERGY LAPSIDING, FIND SOMEONE WHO NEEDS A HELPING HAND, A WORD OF SUPPORT, OR A GOOD EAR - AND MAKE THEIR DAY.
MAKE THEIR DAY
...is finding simple ways to serve or delight people in a meaningful, memorable way. It’s about contributing to someone else’s life, not because you want something out of it, but because that’s the person you want to be.
Service information

Date: 13 MARCH 2013
Time: 

I wondered why the baseball was getting bigger.
Then it hit me.
That made my day!
<table>
<thead>
<tr>
<th>Choose Your Attitude</th>
<th>Make Their Day</th>
<th>Play</th>
<th>Release the Potential</th>
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<tr>
<td>My Actions and/or Changes</td>
<td>Make Their Day</td>
<td>Play</td>
<td>Catch the Energy</td>
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The first action (or change) I will commit to do following this workshop will be:

BE THERE
PLAY
MAKE THEIR DAY

Pause
Break

CHOOSE YOUR ATTITUDE™
Welcome back
How am I already thinking or deciding to act differently as a result of this workshop?
BE THERE™
BE THERE

BECOME ENGAGED WITH ALL YOUR HEART IN WHATEVER YOU DO - AND THRIVE!
...is being emotionally present for people. It’s a powerful message of respect that improves communication and strengthens relationships.
We waited 30 min NO SERVICE
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The first action (or change) I will commit to do following this workshop will be:
Choose Your ATTITUDE™
CHOOSE YOUR ATTITUDE

YOUR ATTITUDE IS YOUR REACTION TO WHAT LIFE HANDS YOU, AND ONLY YOU CAN CHOOSE THAT REACTION.
...means taking responsibility for how you respond to what life throws at you. Once you are aware that your choice impacts everyone around you, you can ask yourself, “Is my attitude helping my team or my customers? Is it helping me to be the person I want to be?”
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The first action (or change) I will commit to doing following this workshop will be:
SO WHAT?
What do you notice (see, hear or feel) when these principles are being ‘lived’ in your work area?

What would you like to do differently regarding the principles you’re discussing?

Please share a positive example of how the principles are actually ‘lived’ in your work area.
Service

True North

Teamwork

Leadership
PLAY™

MAKE THEIR DAY™

BE THERE™

CHOOSE YOUR ATTITUDE™
How will I think or act differently as a result of this workshop?
The first action (or change) I will commit to do following this workshop will be:
If I do nothing about it in 24 hours...

...I’ll probably do nothing about it!
GO FOR IT!
Thank you