

Strategy Guide and Action Plan



Say, THANK YOU

Introduction

- Hard for some, so if that is you, practice saying and writing THANK YOU!!
- Notice all team behaviour and good things they do, what they offer, then reward it with a personalised acknowledgment that thanks them
- Turn the wrong team into the right team by appreciating them and bringing about better behaviour
- Encourage your team to acknowledge each other
- Create a new culture in your workplace
- Saying thank you improves moral
- It boosts productivity
- Increases customer service
- That results in more sales!!!!
- Enjoy a better culture and more successful business, by being grateful and saying THANK YOU.
- Don't forget to thank your customers too, and your suppliers, in fact everyone who has anything to do with your business.
- What are you waiting for?

Saying "THANK YOU" experience explained

Team turn up to work, expecting to be paid and some support and training. Imagine the bonus of also being thanked, acknowledged, appreciated, and valued!

Want a loyal team, a happy workplace and a customer service oriented and willing team? Then think about the importance of these two words, which for some is extremely difficult.

Want happy and loyal customers? Well, you know what to do.

And, these two words are very mobile and can go with you anywhere!

Key points to add to your Action Plan: -

- Make a list of all your team
- Write down all the good things they are and do
- Some will be a struggle, particularly team members that you feel are not performing
- Watch them and look for good things
- Multi layered organisations, instruct your Managers and Team Leaders to do this exercise.
- Make sure great actions by the team are reported up the ladder, so a more senior manager to their

direct report makes an effort to acknowledge something they have done. It's a two prong appreciation. That their supervisor or manager thought they had done something of significant merit to report it to their boss, who in turn then offered the praise.

- This works in businesses where owners re active to some degree but have a manager for the day to day, and take on board and deliver these thanks.
- Create events or meetings something as small as a 10-minute daily huddle. Where you share instructions for the day and include acknowledgements. Or a weekly team meeting or a monthly team meeting or a barbecue to get the team together.
- Encourage the team to be complimentary of each other, by rewarding it.
- Celebrate in the business. Make sure that all positive comments are recorded and there is a forum to applaud. Every sale is recorded and there is a forum to acknowledge and applaud.
- Make sure the team are included in all the good news in the business.
- Add thank you in your daily dialogue but make it real don't say thank you just to say the two words say thank you because you have found a reason to give that person or your team true acknowledgement. Write those words in your diary or planner, somewhere to remind you that you must find a reason to say these two words as regularly as possible genuinely.

Action Plan

What	Why	Who	When
Identify who is to be on your GRATITUDE LIST and why.	To switch your mindset into the positive, to be coming from a half full glass perspective, see positives before negatives, and convert your business into one of appreciation for all who engage in it		
Identify behaviour from your team, actions, values etc. that is worth acknowledging, no matter how small.	Enables you to see your team in a positive light and appreciate what you have and be clear on how you can appreciate and reward them	You and your management team	
Start saying thank you, in words and sentences that work for you to acknowledge your team	So, your team feel valued and appreciated and will lift in their respect and deliverables to you, their team mates and customers	You and your team	
Develop a set of customer service standards, understanding that your team are also your customers – to serve and be served by	Based on being grateful for their patronage engaging your team to support the process of giving		
Brainstorm positive words to be used in the business, how the team can show each other support, ask the team what will improve the culture and action it	The more the team are involved, the more valued they will feel and more likely to engage		
Determine what wins in the business can be celebrated, even the small ones and team rewards	So, all the positives are not brushed under the carpet, and can keep building the momentum for the bigger wins		
Find ways to excite and add value to your team	Mini meetings, huddles, team gatherings, social occasions, community board, anything where positives and thank you's can be aired		

Remember, to add who, maybe even elect a team member to project manage this, and put in time lines and keep to them.