

Team: Appreciation: Tell Me Something Good!

Objective: Take a break and enjoy the successes of the busy season.

Content: Celebration breeds more success! This is a fantastic lunch & learn to host toward the end of summer or after a busy season. When you celebrate success at work, you encourage your employees to keep performing at a high level. Don't let the opportunity pass you by to acknowledge the hard work that has been put in during the busy times at your pet care business. Order in lunch, set up some chairs, relax and enjoy the successes of everyone's hard work. During lunch everyone will share positive stories and recognize the achievements of their co-workers. There is a time to talk about improvements that need to be made and lessons learned from mistakes…but today is not that day! This meeting is all about having fun and chilling out! Relax and enjoy each other.

Prior to Lunch & Learn Session:

- Organize and plan a team lunch. This could be anything from having pizza delivered to having a food truck come by your location.
- A week or two before the lunch, set out a box, pens and paper in the lobby. Create a little sign that asks pet parents to "Tell Us Something Good!" Write out a short description about your team celebration and request they write something fun to share during the meeting. As an alternative, you can pull positive online reviews for your business.
- The owner/manager should prepare thoughts on:
    - Notable successes of the busy season
    - Highlight a few team members on a job well done

*Pick a leader to organize the activity below.

- Print out a team roster.
- Write each person's name on the top of an index card or something of similar size.
- Assign each team member another team member and provide them with the corresponding index card.
- On the index card, each person should prepare a few positive sentences about the team member they have been assigned. The content can be anything related to work that is positive and fun! Encourage the team to get creative!
- The leader should collect the cards and read them prior to the lunch and learn to ensure the content is appropriate.

During Lunch & Learn Session:

- Open with a delicious lunch!
- During lunch, the owner or manager should share thoughts on the successes of the busy season, read the client testimonials and highlight a few stars on the team.
- Give out the index cards to those that wrote them. Have the team share their positive stories about their co-workers.
- Owner manager should close with encouraging words for the coming weeks/months and close with a big thanks!

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