

# Retail Club Conference Call

## “Building and Keeping a Great Team”

### Team Building

- Express your Vision and how to accomplish it with team’s Mission
- “12 Questions to Measure Employee Engagement” (see attached)
- Position Specifications to clearly communicate your expectations
- Intra-team communication message board w/ “Word of the Week”
- Annual reviews: ask for feedback - experiences / progress / goals
- One Minute Manager series of books for team management ideas

### Flexible Scheduling

- Rotate week-ends and nights to keep everyone from burning out
- Have department managers keep track of coverage for time-off
- Keep written time-off vouchers / coverage is their responsibility
- “Buy time-off” - non paid time-off taken out of checks over time

### Meaningful Meetings

- Give Meeting Agenda to everyone a few days ahead of meeting date
- Involve everyone by asking them to participate or make presentation
- Allocate time limit on each topic and get someone to be “time-keeper”
- Food - everyone brings foods to sample from store taken as write offs
- Brainstorming - no idea too big, too small, too crazy or too impossible
- Make it fun - at least one fun event to bring team together with laughs
- WIFLE “What I Feel Like Expressing” gives opportunity to be honest

### Memos

- Keep team updated on financial health of business and any latest news
- Kudos (congratulations) and Kaizens (ideas for continual improvement)
- Communication vehicle to stay connected w/ team - attach to paycheck

### SMART Goal-Setting

- S - specific / systematic / synergistic
- M - measurable / motivating / meaningful
- A - achievable / action-based / accountable
- R - relevant // realistic / results-oriented
- T - time-based / tangible / thoughtful

### Kudos / Kaizens Board

- Kaizens - their ideas to improve any processes, systems or procedures
- Kudos - expressions of appreciation and congratulations on progress

### Creating a Culture

- Write Points of Culture based on your team’s values – (example attached)
- Level of your business’ success depends on your team member’s attitudes
- *What Happy Companies Know* by Dan Baker, PhD (see attached synopsis)