

Materials to support implementation of initiatives covered in the presentation:

Building a bridge from “Professional” to “Person”: A Simplistic Approach to Enhancing Team Connectedness

The initiatives were presented at the 2023 National Wellness Conference by Christine Denicola, MA, NBC-HWC.

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Culture Coffee Breaks

How To: Culture Coffee Breaks (CCBs)

Purpose: CCBs are an initiative that enable teams to connect with one another on a deeper level than we typically have the opportunity to do in regular working situations.

Setting: CCBs are typically scheduled for around 20 minutes, with around 8-10 participants. For a larger number of participants, allow for more time, to ensure that everyone has a chance to share.

- Note, we trialed running CCBs with more participants but found that smaller groups provided a more intimate setting where people felt more comfort sharing personal stories and details. Keep this in mind when organizing yours.

Inviting Participants: When inviting participants, consider if you want to have an open invitation, or target participants to join a specific session.

- Initially, we targeted invitations to people to join specific CCBs to keep the number of participants to around 8-10. This enabled us to craft groups with participants that were from mixed disciplines and workgroups.
- Once we captured participation from 90% of our core workforce, we started running open sessions for people to drop into.

Refreshments: We provided coffee that we made in our pantry to keep costs low for this. We added flavored creamers, to make it feel a bit more special. We also provided light refreshments that we purchased from the supermarket. With these supplies, the average cost of each CCB was around \$8 per session. Refreshments can be adjusted based on available budget for these.

Facilitation: At each CCB, have a designated facilitator of the session. That facilitator will welcome participants, remind them of the purpose of the CCB, and read the below guidelines. The purpose of the guidelines is to facilitate the comfort of all participants to build a sense of trust and openness.

- Once guidelines are read, the facilitator should provide participants with the opportunity to pick a card from the deck, or select a question from the below list.
- It is important to let all participants know that they have the opportunity to skip answering a question if they prefer to not answer. Participants all have an opportunity to answer a values-based question from the deck.
- Each participant will have the opportunity to answer (or skip) the prompt.
- If time allows and participants are interested, the facilitator can have participants select another card or question prompt to keep the session going.
- At the end of the session, everyone was asked to complete a post-participation survey. This can be developed as you see best fit for the goals of this initiative on your team, or can be omitted.

Guidelines:

By participating in today's CCB, we as a group agree that our guidelines are that:

- We're all here looking to connect and get to know our colleagues on a more personal level.
- Each person can participate at whatever level feels most comfortable to them. Anyone has the right to skip their turn if they do not feel comfortable answering the selected question.
- We are committed to improving the overall culture of our workplace and relationships with our colleagues.
- We maintain respect for our colleagues and support all responses to the question.
- We remain respectful and cognizant of time as we respond to the question to ensure everyone is able to participate.

Sample Questions

In your group, select one of the following questions. Then go around the table so each member of your group has the opportunity to answer.

- Describe the most recent thing that inspired you.
- What's the wisest thing someone told you?
- Describe your proudest moment.
- What's one thing you've always wanted to learn but haven't—and why?

Note: If your group finishes answering your question, you can move on to answer another question to keep the activity going.

Source: The And Cards by The Skin Deep. (2023). About Us. *The Skin Deep*.
<https://shop.theskinddeep.com/pages/about-us>.

Take Care Cart

How To: Take Care Cart (TCC)

Purpose: The Take Care Cart was developed as a way to encourage you to take some time for yourself, because we spend so much time taking care of others. When the cart comes around, it is a reminder for you to take a moment for yourself to relax, have some nourishment, and express gratitude. Fill up your cup so you can pour into others.

Instructions:

- The most important place to start for the TCC is to decide what your budget is for this. Do you have funds to provide goodies once a week, once a month, once a year? Do you want to develop a cart to push around your workplace, or have a station that people can go to?
- Next, consider what you want to have available to your workforce. We prioritized easy drinks that were regularly available in our space to keep costs down, foods that provided sustenance, uplifting snacks like chocolate candies, fidget/stress balls, aromatherapy goodies, and seasonal items such as ice pops.

Facilitation of the TCC:

- If using a cart, consider the model for how to stock it and push it around. If using a station model, consider the same things. We had our leadership team rotate pushing the cart around to show our appreciation for our team while doing so. Then, we distributed a sign-up sheet for staff to participate in the effort. We decided on utilization of the cart once per week, on rotating days to ensure that everyone that worked in our space would have an opportunity to engage with the cart at some point.
- For 'special' carts around the holidays, we shifted budget from a clinic-wide holiday lunch into resources for the cart which were better received and ultimately cost less than the lunch. These carts were around \$150 per cart. These included:
 - a gourmet hot chocolate cart
 - a pie cart
 - a hot pretzel cart
 - a cart with bagels, fruit and juice

Aromatherapy spray
and sachets



Stress balls and
fidget toys



Blank note cards to
fill out for colleagues



Snacks for sustenance



Coffee, tea and ice water



Chocolate and candy



Appreciation Cards

How To: Appreciation Cards

Purpose:

In order to facilitate a greater sense of appreciation, we developed an 'appreciation cards' initiative where staff filled out cards for colleagues to show them appreciation and gratitude.

Instructions:

We developed a simple template for appreciation cards and printed them. When we saw that they were working, we had our in-house printshop print the cards on cardstock to make them nicer.

- Personnel were asked to complete a card with a simple message to show their appreciation for a colleague.
- Make cards were available in multiple central locations across the clinic.
 - Tip: we also distributed ours on the TCC!
- Provide your workforce with regular reminders about using the cards to encourage use of them.
- Have a centralized drop box for cards in your workspace. Once completed, cards were distributed into a box in a central location of our worksite.
- On a monthly basis, empty the box, then deliver the cards to the addressee.
 - We added a small note of thanks from our leadership team to each card, and provided a few blank cards to encourage them to pass on the effort to others.
- Consider having a board in a centralized place in your worksite to shout out the people that are recognized each month. In our worksite, staff that received a card in a given month had their name added to a centralized board in our workplace that said **"This month we are extra grateful for..."**
 - You can also consider having the names read aloud and applauded at an 'all hands' meeting monthly.

Appreciation Card

Use this card to thank someone for the incredible work they do!

To: _____

You made a difference!

Discipline Spotlights

How To: Discipline Spotlights

Purpose: Monthly Discipline Spotlight is an initiative to gain new perspective about colleagues and to learn about their unique roles and backgrounds through their lens. The goal of this project was to create space to recognize, respect, and celebrate the hard work our colleagues do each day. This was designed to address gaps in understanding about various roles, responsibilities, and service areas across our workforce.

Instructions:

1. Line up a discipline for each month to be spotlighted
2. Select a member of your workforce to provide guidance and support to each discipline to identify opportunities to highlight their careers, services, training, and information unique to them.
3. Throughout the month they are highlighted, the discipline will shared games, presentations, and/or activities to enable colleagues to learn more about them as people and in their professional roles.
4. At the end of the month, consider providing the members of the discipline with a token of appreciation for their time, efforts, and commitment.
 - In our space, we provided everyone with a water tumbler filled with tea and candy.

In order to facilitate the activities that each discipline put together for their spotlight month, we recommend providing them with prompts such as:

- In an elevator pitch: how would you describe your role/discipline/what you do to someone who has no idea what you do?
- Why did you choose your career path? Did any unique experiences lead you down this path?
- Why did you decide to work here?
- What are the most rewarding or satisfying aspects of your role?
- What makes for a challenging day?
- What is something about your role others may not know, or may be surprised to know?
- How can others better utilize your services?
- Do you have unique training or background (unrelated to your discipline) that may surprise your colleagues, or be helpful to know when collaborating with you?

'Guess Who' Baby Photos



Professional Services and Training Presentation



Kahoot Learning Games



Photo Gallery and Headshots



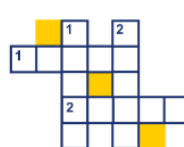
Trivia Boards



'Guess Who' Biographies



Cross Word Puzzle about Service Area



Distribution of TCC

