

TEAM BUILDING ACTIVITIES

United, high performing teams don't happen by accident. They are built and developed through great communication, shared experiences, positive interactions, common challenges, and vulnerable story-telling that connect people at a deeper level. For these reasons you and your team must make time for team building to foster communication, connection and commitment. Talent and practice can make you a good team. But you must come together if you want to be great.

Simple, quick team builders/icebreakers - great for a pot-luck lunch together, or to begin your weekly vision session:

1. **Two Truths and a Twist** - everyone shares two true things and one funny or unexpected "twist" about themselves. The team guesses the twist.
2. **Personal Top 5** - Pick a category: favorite snacks, movies, vacation spots, concerts, comfort foods, childhood TV shows, etc. Everyone shares their top five.
3. **First Job Stories** - Everyone shares their first job, worst job, or funniest work story. This usually gets people laughing without feeling vulnerable.
4. **"Would You Rather?" Lunch Edition** - Keep it silly: beach or mountains, tacos or pizza, early bird or night owl, road trip or flight, clean house or personal chef.
5. **Show & Tell From Your Phone** - Everyone shares one photo from their camera roll that makes them happy — pet, kid, trip, project, recipe, garden, anything.
6. **"My Life in 3 Objects"** - Each person names three objects that represent them. Not deep unless they want it to be.
7. **Show and Tell** - Actually bring an object that is meaningful to you and share!
8. **Team Playlist** - Everyone adds one song that instantly puts them in a good mood. Play the playlist during lunch and guess who contributed each song.
9. **Guess Who?** Before the meeting, everyone submits one random fact about themselves. Read them aloud and guess who it belongs to.
10. **What's Your Hidden Talent?** Can be real or silly: parallel parking, remembering lyrics, making salsa, thrift shopping, loading the dishwasher "correctly."
11. **Favorites Bingo** Create bingo squares like "has been to another country," "has a dog," "loves spicy food," "has met a celebrity," "hates cilantro."
12. **Start your weekly vision session with a fun question -**

Light & Positive

- What was the best part of your weekend?
- What are you looking forward to right now?
- What is your favorite vacation you've ever taken?
- If you could hop on a plane tonight, where would you go?
- What's your favorite season and why?
- What's one thing you've been enjoying lately?
- What's your favorite local restaurant?
- What's the best concert you've ever attended?
- What's your favorite holiday tradition?
- What's something you've learned recently?

Food Always Works

- What's your go-to comfort food?
- If you could only eat one cuisine for a month, what would it be?
- What's your favorite ice cream flavor?
- What snack is always in your pantry?
- What's one food everyone seems to love that you can live without?
- What's your favorite thing to order at a restaurant?

Fun & Silly

- What was your first job?
- What's the strangest thing you've ever won?
- What's a talent or hobby most people don't know you have?
- If you had a free day with no responsibilities, how would you spend it?
- What TV show could you watch over and over?
- What app do you use the most?
- What would your friends say you're known for?
- What's something you've always wanted to try?
- If someone gave you \$1,000 and you had to spend it on something fun, what would you buy?

Either/Or Questions

- Beach or mountains?
- Coffee or tea?
- Sweet or salty?
- Early bird or night owl?
- Road trip or flight?
- Book or movie?
- Cook at home or eat out?
- Summer or winter?
- Dogs or cats?

- Text or phone call?

My Favorite for Team Meetings

These are simple, safe, and tell you a lot about people:

1. **What's something you're looking forward to this week?**
2. **If you had a completely free Saturday, what would you do?**
3. **What's one thing that always puts you in a good mood?**
4. **What's the best vacation you've ever taken?**
5. **What's your favorite way to spend a day off?**
6. **What's one thing you've been excited about lately?**

These tend to create connection without making anyone feel analyzed, judged, or pressured to share something personal. They're especially good for teams with a mix of strong personalities, introverts, extroverts who may not love "team-building exercises" but will still participate in a conversation that feels natural.

Personal Histories

The first part of building vulnerability based trust starts with a small step necessary, because it's unrealistic and unproductive to ask people to become vulnerable too quickly. Eventually need to be comfortable sharing who they are, but start in a non-threatening way.

1. Where were you born?
2. How many siblings do you have?
3. Where are you in the birth order?
4. What's the most interesting or challenging thing for you as a kid?

This isn't about delving into their inner child, it's just about sharing what was unique about growing up.

This can lead to admiration and respect when you learn that one of your peers endured or overcame a hardship, or accomplished something remarkable. More importantly, team members begin to get comfortable with vulnerability and realize that it's okay, even gratifying to tell others something about themselves that they've never been asked about or experienced before.

This discussion levels the playing field. It's disarming to hear about others' experiences.

Show And Tell

It's unfortunate that show and tell is something that ends when you're young. Whether your interest is in ceramics or farming, , there are things each person would like to share with the group. Set aside a regular day for "show and tell" and give the next team member on the list the opportunity to bring something in and/or present on a topic. Lunch is a good time to do this - make it a potluck. This can turn out to be a great time of fellowship. When we connect personally with those we work with, our bond is stronger, and we have more value for them. And yes, this trickles directly down to our interaction with patients!

Purpose: Most people are eager to let others know interesting things about themselves, but not all team members are able to make that happen. Most teams are lopsided, with some members dominating discussion. Using regular "show and tell" sessions gives all team members a chance at center stage while also becoming familiar with giving a presentation.

Penny For Your Thoughts

Gather pennies (or any other coin) so that you have one for each member of your team, and so that the year on the coin is within your team's lifespan (i.e. you won't have a coin dated older than the youngest on your team).

Dump the coins in a container, and have each person draw out a coin. Have each person share something significant that happened to them in that year.

Purpose: This activity is a simple way for your team to get to know each other on another level.

United, high performing teams don't happen by accident. They are built and developed through great communication, shared experiences, positive interactions, common challenges, and vulnerable story telling that connect people at a deeper level. For these reasons I'm convinced you and your team must make time for team building to foster communication, connection and commitment. Talent and practice can make you a good team. But you must come together if you want to be great.

This applies to businesses, schools, hospitals and non-profits as well. In this spirit here are 10 team building ideas. (I'm a proponent of a weekly team building session but you can find what rhythm works best for you. For example, the Pittsburgh Pirates do a team building session before each new series.)

If You Really Knew Me.

If you really knew me you would know this about me_____. I once took a dental team through this exercise and at first they shared very shallow comments like "you would know that I'm very generous and wonderful." But after challenging them to go deeper and sharing something vulnerable about myself they started sharing meaningful stories and feelings that connected the team in a deep and powerful way.

Share a Defining Moment

When a leader and each team member share a defining moment in their life you learn things you never knew before. Immediately you know your team members a whole lot better and feel more connected to them. I like to have each person in the room simply stand up and share a defining moment in their life. It's amazing how simple and powerful this exercise is.

Relate-ability and Thankfulness – Share an experience or something you're thankful for. What's one thing you value or appreciate about your fellow team members? What's one thing you wish for them?

20 Questions

Make up a list of 20 questions. During your team building session pair up with a team member and ask/answer the questions about each other. This will help you get to know your team members and become more connected.

The Safe Seat

Dabo Swinney, the head coach of the Clemson University Football team, places a "safe seat" in the middle of the team meeting room and had each team member sit on the seat and answer questions about his life. It's called a safe seat because what is shared in the room stays in the room. This makes it safe for each person to be vulnerable and transparent. [You can read the full story here.](#)

Hero, Highlight, Hardship

Cori Close, the UCLA women's basketball coach gets credit for this one! With this exercise each person talks about one of their heroes and why they are their hero. Then they share a positive highlight as well as a hardship from their past.

What's On Your Desk

Have each team member bring one item from their main work area to the exercise. Then, tell them that this item is going to be their new product, and that they must come up with a name, logo, slogan, and marketing plan for that object. Give them a set amount of time. This could be done individually, or in small groups if desired.

Once the time is up, allow each person to present the item and give a two minute presentation on their "product" as if they were selling it. Discuss, as a group, which products were successfully sold and why.

Purpose: This is no different than the case acceptance process. Same concepts apply! When combined with groups working together to sell a common object, you introduce teamwork and crunch-time brainstorming. It promotes creativity and problem solving, too.

Active Listening

Bring your team in for what they think is just another team meeting. Have a long document filled with mind-numbing but coherent jargon-filled speech that talks vaguely about goals and technical info about the practice. Sprinkled in the document are sentences which say something else entirely. These sentences should contain instructions or information that they will be quizzed on after you are finished.

Begin reading it to your team in monotone. The goal is to get them to tune you out. Do not over-emphasize the "real" sentences. When you are finished, hand out paper to each team member. Then, ask them to write down what they thought you talked about. If your real sentences contained random information, quiz them on that. Discuss who heard what, and see who was able to actively listen.

Purpose: This exercise touches on conflict resolution with the idea that many conflicts arise because team members don't really listen. The other element has to do with patient communication and how well we listen. It shows the importance of listening to verbal communication, but also non-verbal

communication. They can discuss why they tuned you out, and what you could have done to keep them tuned in.

Two Truths and a Lie

This game is also called Two Truths, One Lie or Two Truths and One Not. It is extremely easy to play and doesn't need any equipment or supplies—only your imagination.

You can play with any number of people. Here's how it works:

- Each person in the group gets a turn.
- When it is your turn, tell the group two things about yourself that are true and one thing that is untrue (this is your lie).
- Try not to tell both of your truths first and then the lie because that makes it easier to guess (see below for some more game strategies).
- Mix the order up each time it is your turn. Alternate between truth-truth-lie, truth-lie-truth and lie-truth-truth.
- Everyone in the group has an opportunity to try to guess which statement was the lie.
- Once everyone has guessed, the person will reveal what was true and what was false.
- If only one person was correct, that person can go next. Or, the person sitting closest to the last person can go next.
- This can go around as many times as you would like or just so everyone gets the chance to go once.

Hello My Name Is

Create a list of adjectives that describe people's attitudes (e.g. grumpy, happy, negative, fearful, encourager, discourager, positive, joker, etc.). Have enough adjectives for every member of your team, and write each adjective on a self-adhesive "Hello My Name Is" sticker. Place the name stickers in a container, and have each team member draw a name sticker out without being able to see the adjective. Have them stick the name tag on their shirt and wear it for a specific period of time, instructing them that all of their responses and interaction for that time must reflect the adjective on their name tag.

You can use this in several ways. Your team could wear them during a your vision session to show how good and bad attitudes affect outcomes. They could wear them to lunch and then discuss how they felt. Switch nametags with someone else for lunch the next day.

Purpose: To show that assigning an attitude or telling someone they are “acting grumpy” can actually affect how they view themselves and how they act during the day. If they switch name tags, they will see how behavior and action often defines feeling, and not the other way around.

Telephone, On Paper

Give each team member a piece of paper. Have them draw a simple drawing on the paper, without talking to anyone else. Each person then passes the paper to their right. Each team member looks at the drawing they now have, fold the paper in half, and write at the top what they think the picture is of. The paper is passed to the right again. Each person reads the description, folds the paper over to hide the words, and draws a picture of that.

This continues, where each pass alternates between determining what the picture was and drawing what was described. It is important that each turn only reveals the words or picture from the previous round. Separate sheets or pads of paper may be used if that is easier than one sheet of paper, but they should be passed together.

When the paper is back to the original owner, each member reveals what was written and drawn.

Purpose: This activity tends to create a lot of laughter - the drawings and interpretations tend to bring out discussion.

The Hard Hat

As a team, discuss and identify the characteristics of a great team member. What does it mean to be a great team member? Write all the characteristics on the board/wall. Have each person choose the one that resonates most with them. Visit HardHat21.com for 21 ways to be a great teammate.

Get on the Bus Together

A lot of leaders have their teams read *The Energy Bus* to create unity and a common dialogue but Rhonda Revelle, the University of Nebraska Softball coach, took it one step further. She paired up her team and had each pair present to the rest of the team 1 of the 10 rules of *The Energy Bus* in a fun and creative way. Some made a video, others sang a song, some gave a speech, some made a painting, etc.. Rhonda reports that the team took on a whole new life and energy after these teammates brought the rules to life for each other. She said this energy propelled them to the College World Series that year.

One Word

Have each team member choose one word that will help drive them to be their best and bring out the best in others. You may choose a word such as: connect, commit, serve, give, help, care, love, tough, relentless, excellence, selfless, and so on. Each person should choose a word that is the right fit for them. Once you choose your words you can make a team poster, sign or image that features all the words of the team. Visit Getoneword.com for more ideas.

Fuel up the Tanks

The Brown University Women's Lacrosse team gave each player a manila envelope with a picture of a bus and their name on it. The envelopes represented their energy bus tanks and were placed on a table in the locker-room. Players were also given index cards where they could write something positive about a teammate and place the card (positive fuel) in their teammates manila envelope (energy bus tank). After practices and games players were encouraged to write positive comments and fill their teammate's energy bus tanks with positive energy. The exercise created more positive interactions and generated appreciation and encouragement that fueled the team throughout the year.

Leave a Legacy

Have each team member create and share a legacy statement that includes the kind of impact they want to have on their team. How do you want to be remembered? What do you want others to say about you year later? Knowing how you want to be remembered helps you decide how to live today.

"Telestrations" (submitted by Dr. Kurt Williams)

If you are not familiar with it, each player starts with a small spiral notebook (included) in the game. On the front page under the cover, you write a subject

down. You close the book and pass it to the next person. That person looks at the subject written down and attempts to draw it on the next page. Then pass to the next person and they only see the drawing and try to write down what it is. Then the next person draws what the third person wrote down and so on. It was a hoot. Everyone was laughing so much. Tied it all together with the game just illustrates how important proper communication is.

Order unassembled bicycles – divide group into teams of 2 and assemble the bikes. Donate the bikes.

Relate-ability and Thankfulness – Share an experience or something you're thankful for. What's one thing you value or appreciate about your fellow team members? What's one thing you wish for them?

Write a letter to yourself in 12 months. Self reflection, Where do you want to be? What will you change? Put the letter away and pull out a year later.

Pat on the back. Have everyone draw an outline of their hand on a sheet of paper, then tape it to their back. Have group members mingle and write positive affirmations and compliments on each other's backs.

Creating a Celebration Culture – Evening Huddles

When is the last time you heard someone say, “The problem with working here is I’m just appreciated way too much?” Healthy cultures have appreciation and celebration as the backbone of their success. They create an environment in which everyone *oohs* and *aaahs* over each other’s successes and contributions.

Notice I said EVERYONE, not just the dentist. You might convince yourself that the leader who high-fives and recognizes every little success is just doing his or her job. But once you get celebration and congratulation flowing from peer to peer, and peer to leader, you know you’ve created a celebration culture.

So how do you get there? By creating ***traditions of celebration***.

At the core of every healthy and fully functioning family are traditions—those things the children remember as the consistent events where they felt loved and appreciated. Think back to the happiest memories of your own childhood. The odds are good that you’re remembering some sort of family tradition —something that was done over and over to create the texture of your family life. Many times these were simple, silly little things, not necessarily extravagant, overdone events.

Companies are just the same. Your celebration must be daily, weekly and quarterly. Your evening huddle ought to be a time to acknowledge your fellow team members for specific things they did that day to contribute to the success of the day. Beginning each weekly meeting with ‘what went well’ the previous week is a great way to create positive energy. Our nature is to focus on things that aren’t going well – unfortunately this only drains our energy and time. When we focus on what IS working and how we would like for things to happen, a celebration culture becomes a by-product of the solution-oriented mindset.

Don’t worry about making your tradition/celebration time all grown-up. In fact, do the opposite. If you create a childlike energy of people high-fiving with joy, you can expect people to thrive under the recognition. Get happy, get goofy, and let the love and appreciation flow from one person to another. That’s a rising tide that will lift all boats and surge your practice forward.

5 HABITS THAT KILL TEAM UNITY

"You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."

— **BABE RUTH**

We get to see a LOT of dental practices – the consistently successful ones all have one trait in common: a unified team. As we look closer, we realize that a culture of unity is intentionally created and protected. Many practices, though, are made up of smart, talented people who, as a group, just can't get the job done.

If you have a team like that, you can be sure it is under attack from one or more of what Dave Ramsey identifies as the five enemies of unity:

1. **POOR COMMUNICATION**
2. **GOSSIP**
3. **UNRESOLVED DISAGREEMENTS**
4. **LACK OF A SHARED PURPOSE**
5. **SANCTIONED INCOMPETENCE**

1. Poor Communication –

Doctors - Most practices function via 'mushroom communication' – keeping team members in the dark and feeding them manure. Do away with 'mushroom' communication – keeping each other in the dark and feeding them manure. That won't work. Winning dental practices must have a culture of communication. Without it, team members are detached and insecure, and the scenario we create with our imagination is generally far worse than the reality.

CHALLENGE: When in doubt, overshare!

Team Members - Are you confused about the expectations in your role? Find yourself not knowing whether or not you're meeting expectations? Feeling frustrated because you aren't getting any feedback from your leader? Whatever you do, don't allow your frustration to grow while waiting for someone to give you direction. Leaders aren't perfect. They can't read your mind, just as you can't read theirs.

CHALLENGE: ASK!! Ask your leader 'How well am I meeting your expectations?'

Doctors AND. Team members - are you frustrated because someone else isn't towing the line? As the leader, or even a fellow team member sometimes it's easier to 'rescue' someone else on the team by fixing their mistakes, cleaning up their messes, etc. STOP IT! This isn't healthy for your culture and will breed resentment.

CHALLENGE: Take the fall. Yes, that's right – take responsibility for rescuing your fellow team member. You might say something like 'I have to apologize – I've been doing _____ because it was easier at the time than taking time to train you/provide the right resources/tools for you to be successful. What tools/resources do you need in order to accomplish this part of your role in the office?'

2. GOSSIP

By definition, gossip is saying something negative about anyone or anything to someone who can't do anything about it. It may be human nature for people to talk about each other, but that doesn't mean you have to put up with it. It is impossible to create a unified team with a bunch of gossips. Gossip pushes people apart instead of pulling them together, and everyone knows you can't trust a gossip.

CHALLENGE: Your first step for shutting down gossip is to take a look in the mirror. Are you guilty of talking negatively about someone on your team to anyone who can't do something about it? As the owner or leader of your company, your team watches everything you do, and they will naturally follow your example. Additionally, When a fellow team member complains to you about someone else, don't participate in the gossip. Redirect them to someone who can do something about it!

3. UNRESOLVED DISAGREEMENTS

Most of us avoid conflict like the plague. But did you know that conflict can actually be constructive? By tip-toeing around conflict in an effort to not rock the boat, we are actually creating leaks in the team culture 'boat', ultimately affecting the integrity of the craft. If avoided, it will sink over time. But when we address conflict head-on, a level of respect is developed that feeds the health of your practice culture.

CHALLENGE: Deal with conflict like you would deal with a splinter: Pull it out right away, even if it hurts. Don't leave it until it's infected, causing even greater pain. A little confrontation can wash out the wound and allow the parties to go forward in a spirit of unity. Go directly to the source

of your frustration. Avoid doing so in a group setting like a team meeting to avoid an ambush!

4. LACK OF SHARED PURPOSE

Have you ever seen a football team—a successful football team—that didn't know where the end zone was? Or one that was made up of skilled players who had no idea what their roles were in reaching the goal? Of course not. But every day, people show up to work with no idea what the practice vision look like or how their work contributes to reaching them—but they are still expected to be successful.

The leadership 'experts' say you should recast your vision every 21 days. It's also been said that a team member needs to hear something 20 times before it 'sticks'. How often do you suppose those successful football teams go over their plays? It may be repetitive, but you know what they say about repetition...

CHALLENGE - Try this in your vision session this week – each team member take time to share one specific thing you did that contributed to the vision of the practice. Doctors – what did you see in the practice this week that you appreciated and would like to see repeated?

5. SANCTIONED INCOMPETENCE

SANCTIONED INCOMPETENCE - When one team member is allowed to work less or consistently has a destructive attitude with no consequence.

Sanctioned incompetence is a disaster waiting to happen. If you don't deal with the offending team member, the rest of the team will become demoralized and resentful.

CHALLENGE – Don't jump to conclusions or allow anger to drive your actions. Figure out why this person isn't getting the job done/maintaining a constructive demeanor. Is it a leadership failure? Have your expectations been clear? Have you provided the individual with the proper tools and training to be successful? Have you followed through and held them accountable? Are they dealing with personal issues requiring outside support? In the majority of cases the issues are resolved once you are able to answer these questions. If it's determined to be incompetence, you have no choice but to make a change to protect the health of your culture and to be fair to fellow team members.

Blind Drawing

Divide your team into groups of two each. Have each person sit with their back to the other. One person will have a picture. The other person will have a blank sheet of paper and a pen. The team member with the picture must not show the other person the image. Instead, they are to describe the image without using words that give it away, while the other team member is to draw what is being described.

For example, the picture might be of an elephant standing on a ball. The description cannot be “draw an elephant on the ball” but instead must use other adjectives and directions. After a set time limit, the drawing time ends and both team members view the original picture and the drawing.

Purpose: This is an exercise that focuses on communication and language. While the final drawing will seldom look like the picture, it is revealing to participants to see how different the interpretation of instructions can be even when they are supposedly talking about the same thing.

Group Timeline

On a bulletin board or other surface which accepts thumbtacks, create a blank timeline. The timeline should start as far back as the oldest member on your team was born or when the practice was started, whichever came first. Mark each year on the timeline. Then, using narrow strips of paper, write down important dates for the practice (e.g. new team members employed, accomplishments, etc.) and pin it to the correct spot on the timeline.

Give each team member four slips of paper, and ask them to mark down four important moments in their life. Let them pin them to the timeline.

Purpose: This exercise helps show, in a visual way, the different generations and experiences of your team. It leads well into talking about cultural and generational differences and the effects that has on how people work and communicate. It is also an opportunity for team members to learn more about each other.

Use What You Have

Divide your team into equal groups. Create a specific project with clear restrictions and a goal. For example, you might have your team create a device that involves movement without electricity, and moves a golf ball from point A to point B. The challenge is completely up to you.

Then give each team the same supplies to work from, or create a pile of available supplies in the middle of the room. Give them a specific time to complete the project, making sure to mention that **they can only use what is available**, though how they use it is completely up to them. The final reveal is a fun event, and a great opportunity for your team to compete.

Purpose: Problem solving as a team, with a strong mix of creativity, is exactly what this exercise accomplishes. It also brings an element of fun and maker-ism into the mix, with the added twist of learning how to solve a problem with reduced options.

Memory Book

This team-building exercise takes place not in one sitting, but over time. Make a large, blank journal or scrapbook available in the break room or other common areas. The book may have prompts on each page, asking questions or suggesting things to write or draw. Or, you may have guidelines printed and displayed next to the book (i.e. no swearing, nothing offensive, no complaints, no scribbling out other's work, etc.).

Leave pens, markers, tape, and other items that your team can use to write and draw in the book. Encourage them to write down quotes from things they are reading or from team members, to write about a fun event that happened at work, or anything that helps record the team's culture. When the book is full, put it on the shelf and get a new one.

Purpose: This team exercise creates a kind of living history of your business that you can keep adding to. It is somewhat similar to the Zappos culture book, but allows your team a chance to build it more directly. It encourages creativity,

collaboration, and recollection. It also gives you something concrete to look at in the future to see where your team has been and how far they've come.

Want your employees to think that you're kind of magical or least know how to read their minds? Create a Favorites spreadsheet for your whole team. When someone new comes on board, have them send their picks to you. When they do something awesome, pick up something from the list to give to them. They won't remember that on their first day, they listed what they enjoy the most. The end-result? You're the hero while making them feel amazing for just a couple of bucks. And by rewarding behavior you WANT happening in your practice, you'll see it more often.

Team member					
Favorite color					
Favorite Casual restaurant					
Favorite Fancy restaurant					
Favorite book					
Favorite band/singer					
Favorite movie					
Favorite TV show					
Favorite ice cream					
Favorite meal					
Favorite dessert					
Favorite drink					
Hobbies					
Allergies					
Gift card choice					

How to recognize team members and foster a healthy culture

Double the recognition

When you recognize someone, give them two treats and two thank you notes. Ask them to keep one set and use the other to recognize another employee.

Coffee, anyone?

Perk up your team in the afternoon with a surprise coffee break! Bring in lattes for everyone, make some cards that say “Thanks a Latte!” (or simply write this on the coffee cups), and deliver your recognition.

Make some noise

Download an “applause” app on your smartphone and give deserving employees a spontaneous standing ovation throughout the day. Search “applause” in your app store.

Recognition that sticks

Designate a place in the office – a wall, bulletin board, etc. Purchase several different colors of sticky notes, assigning each team member a color. Throughout the week everyone on the team will fill the notes with praise and thoughtful comments recognizing fellow team members for specific actions that contribute to the vision of the practice and healthy culture. At the end of each week, the team member with the most notes earns a treat – keep a stash of gift cards to choose from.

Do you celebrate culture as much as you celebrate exceeding go point? When we have a healthy culture, the numbers tend to follow. To ensure a good balance, define healthy culture for your team by rewarding culture contributors!

Designate a day once a year as an Award celebration!

Leadership Award -Present a Leadership Award to those who set the pace, are allies for your vision, and readily take the initiative. These people are uniquely valuable because, if not for them, your practice would be aimless and shortsighted.

Adversity Award - The Adversity Award allows team members to feel seen as they go through a difficult time. Maybe they've changed roles in the practice or dealt with a transition that required they work more to fill the gap. You can also award this to encourage a loyal team member through a difficult time in their personal life. while still investing themselves in their work, that's laudable. Giving the award in these cases acknowledges the importance of their lives outside of the practice and assures them that your value them as a person.

Others-First Award - Others-Focused Award applauds a team member who always puts patients and fellow team members success and well-being before themselves. They're willing to go the extra mile to make sure a patient is happy and their team feels supported. They make sacrifices often, sometimes without many people knowing, because they believe in what they're doing and how they're helping. This person probably won't expect an award that recognizes their role in the practice success, which is even more reason to give it to them.

Culture Award - A practice culture is difficult to manufacture. It needs to come organically from a group of people who model what it's like to succeed in the practice.

Character Award - Rewarding ones' character, like many other awards, indicates there is more to a job than the simple job description. Giving a Character Award incentivizes a culture of high values and recognizes someone's unwillingness to cut corners, which is a constant temptation.