



Celebrate your team and its successes

There are a lot of interesting ways to celebrate and bring team members together. Try some of the following, and see what works for your team.

Celebrations are a great way to boost teamwork and morale. "Fun" activities, in particular, work well in the high-stress customer service environment. Here are a few suggestions to try:

■ **Have each customer service team write its own theme song.** Whenever the team has something to celebrate, take a moment to burst out in song.

■ **Hold a ten-minute team huddle in the morning.** Each day, give a different team member a chance to shine by sharing a best practice or teaching a new skill to fellow team members.

■ **Invite family members to visit the customer service center for a "family day."** If you can, have managers greet family members, offer refreshments, and tell them about the work that you do and its importance to the company.

■ **Dress up.** If the dress code for the customer service center is typically relaxed, have a "dress-up day" where everyone wears their Sunday best. And have a camera available to take some team pictures.

■ **Get managers involved.** Ask team leaders to dress as Elvis, Lady Gaga, or some other celebrity as a reward for your teams' reaching a difficult goal.

■ **Hold a potluck lunch.** Ask every team member to bring in a dish with a family history, and share those histories along with the food.

■ **Create extracurricular team activities.** Get together after work for activities like bowling or volleyball, where team members can learn to improve their game together.

