

This Week is About...

understanding that change happens through consistent, small adjustments over time—all it takes is identifying the adjustments needed and sticking to it.

Why it Matters

We often don't do what's needed to change something that could make our quality of life or work better because it feels daunting. When we realize it only takes putting one small new habit in place to make a big changes, we can relax and put ourselves on a path to achieve the improvements we've always wanted to make.

During Your Team Meeting

**Remind everyone to bring their completed Performance Worksheet* 📄

STEP 1. Get the discussion started

- ? What's a small adjustment or new habit you identified on your worksheet that you want to make?
- ? How will that help you be better prepared and professional?
- ? What do you need to make sure you stay with it?

STEP 2. Apply it to your team

write answers on flip chat sentence

- ? **PREPARED:** In what part of our team operation could we be better prepared? What's our biggest obstacle? (Write these answers on a whiteboard or flip chart if available.)
- ? What is one small adjustment we can make as a team to fix this?
- ? **PROFESSIONAL:** Is there something we do as a team that possibly makes us look unprofessional to our customers?
- ? What is one small adjustment we can make to fix this so our customers feel better about doing business with us?

Session Wrap-up Prompts

- How can we hold each other accountable to the new adjustments we've agreed on?
- What do you think about going through this process as a team once a month?