

## Studying Success Activity

One of the trademarks of a great remote working environment is the ability to engage people, regardless of the physical distance. Arguably, one of the best ways to engage people is by studying successes, e.g. making sure great days at work are not an exception but rather the norm.

To understand how to create an environment where people can thrive, sit with a team member and discuss what your best days at work look like. Understanding what excites your team member is the first step to replicating these experiences and identifying what existing gap needs to be bridged? Other successes that you can talk about could be your best form of recognition, your best achievement, or your best partnership.

### How do I prepare?

- **Be Intentional:** Think of the best channel/tool to use for this discussion. You may have different platforms and tools but ensure that whichever you choose, it allows you both to share your voices.
- **Be Innovative:** Don't focus only on the conversation, but rather on the whole experience. Use the template on page 3 to make the activity interactive and visual.
- **Be Clear:** Schedule time to have this discussion with your manager. Dedicate time ahead of the conversation to reflect on the questions on page 3.
- **Be Inspiring:** Build your own narrative around why this matters to you.
- **Be Flexible:** Agree on a time that works for both of you.
- **Be Efficient:** Make the most of your time together by both of you completing the template before getting into the session.

### Questions for Reflection

- How would you describe your best day at work so far?
- What made that day special?
- How did you feel during that day?
- What role did your colleagues play?
- How many similar days do you experience in a month?
- What do you think is preventing you from having more outstanding days at work?
- Thinking back in time, what was the last great day at work you experienced on-site?
- How does that exceptional day on-site differ from an exceptional remote day?
- What did you do during that day?
- Which of your strengths did you use that day?
- What role did your manager play during that day?
- What can I do to make sure you have more days like this?

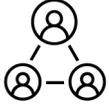
## What should I listen out for?



**Engagement:** What makes your colleague feel excited and at their best at work?



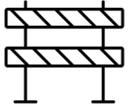
**Recognition:** Were you aware of all these stories before? Are there any recognition opportunities?



**Teamwork:** How can the rest of the team help each member of the team thrive?



**Source:** Are these experiences generated and influenced mostly within or outside of the team?



**Barriers:** What is preventing your colleague from having more best days at work?



**Impact:** How did your colleague's best day at work impact internal/external customers and UCI as a whole?

## What are the next steps?



- Capture what makes your colleague “tick” and what lies behind their engagement. Use these notes for future conversations.
- Encourage your colleague to share the next time they have a great day at work as it engages and inspires the rest of the team and shows the impact we can have on others.
- Discuss with your manager what you learnt and escalate any demands if you identify opportunities to remove barriers.



- During your next team meeting, discuss what you can do as a team to create best days at work more often for each of the team members.
- Studying others' successes (such as "Best Recognition", "Best Achievement", or "Best Partnership") can also be very inspiring and motivational. You can adjust the use of the template on the following page accordingly.



Worldwide, only about **one in three** employees strongly agree they have the opportunity to do what they do best every day.

# BEST DAY AT WORK EXERCISE TEMPLATE

<h3>What role did the team play?</h3> <ul style="list-style-type: none"><li>Believed in me</li><li>We had fun working together</li><li>Martin pushed me to be more precise</li><li>Pressure-tested my idea</li></ul>	<h3>How did I feel?</h3> <ul style="list-style-type: none"><li>Excited</li><li>Energised</li><li>Proud</li><li>Grateful</li><li>Inspired</li></ul>	<h3>What did I do?</h3> <ul style="list-style-type: none"><li>We identified a new opportunity to improve the customer experience</li><li>Disrupted conventional thinking</li><li>Increased customer satisfaction</li><li>Made our service more customer-centric</li></ul>
<h3>What prevents me from having another day like this more often?</h3> <ul style="list-style-type: none"><li>Risk-aversion</li><li>Centralised decision making</li><li>Seniority</li><li>Back to back meetings</li></ul>	<h3>What strengths did I apply?</h3> <ul style="list-style-type: none"><li>Creativity</li><li>Teamwork</li><li>Empathy</li><li>Innovation</li><li>Public speaking</li></ul>	<h3>Why was my day special?</h3> <ul style="list-style-type: none"><li>Had the opportunity to present my idea to leadership</li><li>Opportunity to grow as a person</li><li>My manager supported me to present my idea</li></ul>