

Workplace Excellence Series



Inspire best practice performance



Created by psychologist Eve Ash

Set of 10 videos

This outstanding series of documentary case study programs was filmed in best practice organizations - an online recruitment business, a travel business, a city government office and a school.

Meet the managers and staff who provide powerful insights and strategies for business success and staff satisfaction. Find out how these organizations achieve workplace excellence.

Ideal for managers, teams and staff at all levels. **INSPIRE EVERYONE!**

1. Vision & Values

WE01 | 11 minutes

Be inspired to develop a powerful vision and values to motivate others:

- Present a powerful vision with clear goals
- Personalize your vision
- Align people to changing vision
- Develop meaningful values
- Demonstrate values with actions
- Build values into the culture

2. Inspirational Leadership

WE02 | 11 minutes

Discover the behaviors, attitudes and strategies of outstanding leaders:

- Lead by example
- Project your passion
- Drive your decisions
- Empower your champions
- Reach your goals
- Give time and respect to your people

3. Motivating Fun Workplace

WE03 | 8 minutes

Find out why some people love coming to work and doing their best:

- Energize with breakfast
- Create a fun caring culture
- Make the workplace desirable
 - Use light, color and design
 - Encourage staff creativity
 - Make work spaces comfortable
 - Provide relaxing zones for time out
- Offer team building activities
- Meet, celebrate and socialize



4. Open Communication & Teamwork

WE04 | 9 minutes

Learn how to communicate effectively to achieve best results:

- Promote open and honest communication
- Share information, not gossip
- Build collaborative relationships
- Resolve conflict productively
- Create a warm welcome

5. Passion for Service Excellence

WE05 | 11 minutes

See the difference when people want to provide exceptional service:

- Be passionate about your work
- Make a positive first impression
 - Warm greeting
 - Fast response
 - Professional image
- Build friendly relationships
- Know your product
- Understand needs and deliver solutions
- Turn complaints into commendations

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6. Innovation & Continuous Improvement

WE06 | 9 minutes

Inspire everyone to be creative, offer suggestions and make improvements:

- Identify opportunities to improve
- Develop new ideas
 - Brainstorm ideas
 - Replicate others' success
 - Use think tanks
- Implement initiatives
- Evaluate and learn



7. Green & Giving

WE07 | 9 minutes

Find out how easy it is to make a difference at work and for the environment:

- Implement green initiatives
- Give back
- Use targets to achieve results
- Respond to crises
- Communicate and educate
- Commit to change



8. Recognition & Feedback

WE08 | 11 minutes

Motivate people, develop skills and improve work performance:

- Give immediate recognition and feedback
- Guide with goals
- Conduct regular performance appraisals
- Be constructive with feedback
- Implement feedback tools
 - 360° feedback
 - Climate surveys
 - Mystery shopping
 - Exit interviews
- Be creative with recognition

9. Wellbeing & Balance

WE09 | 8 minutes

Discover how healthy people with work/life balance will be happier and more productive:

- Feel the benefits of exercise
- Offer health initiatives and activities
- Encourage staff to be active
- Be proactive about safety
- Implement policies for work-life balance



10. Employer of Choice

WE10 | 10 minutes

Find out how to be a respected and award winning employer:

- Create a culture of pride
- Promote yourself as an employer of choice
- Recruit the best people
- Provide development opportunities
- Offer flexible work arrangements
- Be family friendly

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