

# WIN Activity

**WIN** is an acronym for **What I Need**. This activity will help to confirm what your staff need to keep them providing excellent service all day, every day to every customer; the good, the challenging and the difficult.

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## Step 1. ASK

Each employee to write down their **WIN - What I Need**. Let employees write as much or as little as they like. This is an individual activity, not a group sharing activity as this can limit staff who may feel their ideas are less important or too needy compared to others.

## Step 2. THANK

Treat this information with great respect. Thank each employee for their insights and confirm you will review them and provide feedback.

## Step 3. ACT

Some employees may confirm they have what they need, others may have a training need, some may need something you have never considered, and some may have needs that are not practical or possible. Whatever the response, you must act.

The below tips may help you address the needs that fall under these categories;

### **I have what I need**

Excellent, but don't take it for granted that these employees will always remain motivated or that they don't have needs – they might benefit from you making suggestions. Also, look for opportunities to recognise their efforts. A personal well done or thank you about a specific service interaction will go a long way to keep service focused staff feeling valued and respected.

### **I have a training need**

These needs are usually very specific but don't feel you have to be the one to find the training solution; empower individual/s to source the training. If it is external training; ask them to find the right provider and provide you the details i.e. time, cost and location. If it is internal training; ask them to determine how and when they can gain the training. This is a great way to make individuals accountable for their own motivation.

### **I have a need that can't be met**

Provide the same level of professional feedback as this is a great opportunity to learn through listening to an employee's point of view. Often employees who are given the chance to be heard feel more valued and motivated even if the answer is no. Be clear and specific about why the needs can't be met and finish the conversation by giving the employee/s the opportunity to consider an alternative need.



# WIN Handout

Providing consistently excellent service to our customers can be a great source of job satisfaction but it is not always easy. To help you, help our customers – what do you need?

**For me to provide consistently excellent service to our customers, What I Need is:**