

KINDNESS CHALLENGE

- a. Set a goal for the number of kind acts to be recorded by a team (or by individuals) and announce when the challenge will begin and end and what the celebration will be.
- b. Counting acts of kindness will be taken more seriously if presented by someone from management rather than by a trainer. The importance of increasing kindness will be magnified even more in the eyes of staff if management also records their acts of kindness.
- c. Decide how staff will record acts of kindness—electronically or on page. For example, the staff will write a few words to describe each act of kindness during the day. An alternative is to describe the kindness on “kindness shout out” cards and post them in the staff room. They can be counted at the end of each week.
- d. Identify the person who will summarize both the number of kind acts and compile the brief descriptions.
- e. Once the goal has been met, everyone celebrates!