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I have been with Service Credit Union since 2008 with over 25 years of branch management experience in either a Credit Union or Bank.

I grew up in South Carolina and love to travel and experience new cultures both within the USA and abroad. I have lived and worked in a variety of places including Hilton Head Island, Key West, and over 15 years in Germany where I first began my employment with Service Credit Union. It was Service Credit Union that brought me to New Hampshire in 2018, and it's been an amazing journey! I have two grown sons and one grandson. My only girl is a four-legged Frenchie named Ava. I enjoy hiking, gardening, swimming, and reading. I truly believe it's important to enjoy what you do and make it enjoyable for your teams. That's why I volunteered for this Topic!



For starters, I am not a super creative person but do consider myself resourceful with the ability to adapt ideas and make it work for my team. My confession, I am a Copy-Cat. There are a ton of ideas online to delve into and go from there. I have included a few activities I have used that were engaging and sparked conversations within our team. Conversational initiatives include soft skills (such as communication / listening) as well as product knowledge for us to better product match and make recommendations that strengthen our member relationships. I am a firm believer that play, at any age, is a wonderful means to establish and build camaraderie in teams. Team-building activities and games are supposed to be not only educational but also enjoyable. They help the team learn about each other — how each person thinks, works, solves problems, and has fun. Team-building activities might end when the game is won, but the impact lasts. When your team laughs together, shares ideas, and learns each other's strengths, they bring that energy into every project.

7 C's of team building

The seven C's of team building are essential elements that contribute to the development of strong, effective teams. They are designed to improve collaboration, communication, and overall team performance. Here's a breakdown:

1. **Communication**

Effective communication is the foundation of any successful team. It ensures that all team members are on the same page, understand their roles, and can share ideas and feedback openly.

2. **Collaboration:** Team members must work together towards a common goal.

Collaboration fosters problem-solving, creativity, and innovation, allowing teams to combine their diverse skills and perspectives.

3. **Commitment:** Every team member should be committed to the team's success.

This means taking ownership of tasks, being dedicated to the team's objectives, and supporting one another in achieving goals.

4. **Competence:** Team members should possess the necessary skills and knowledge

to contribute effectively. Continuous development and skill-building help ensure that the team remains competent and capable.

5. **Confidence:** Trust within the team is essential. Team members need to have

confidence in one another's abilities and in the team's capacity to succeed. Confidence also includes feeling comfortable enough to share ideas and concerns without fear of judgment.

6. **Creativity:** Encouraging creative thinking allows teams to come up with

innovative solutions to challenges. Teams that foster a culture of creativity can think outside the box and approach problems from different angles.

7. **Cohesion:** A cohesive team is one that works well together, has a strong sense of

unity, and aligns with shared values and goals. Cohesion ensures that the team can function smoothly and efficiently, even in challenging situations.



Here are a few Activity Suggestions:

Back-to-Back Drawing

For: Communication Skills

What you'll need: Paper, pens/markers, printouts of simple line drawings, or basic shapes.

Instructions: Split your group into pairs and have each pair sit back-to-back. One person gets a picture of a shape or simple image, and the other gets a piece of paper and a pen. The person holding the picture gives verbal instructions to their partner on how to draw the shape or image they've been given (without simply telling them what the shape or image is). After a set amount of time, have each pair of partners compare their images and see which team drew the most accurate replica.

Office / Organization Trivia

For: Team Bonding / Product Knowledge

What you'll need: 20-25 trivia questions about your workplace or about products and services or a mixture of both

Instructions: Looking for a quick and easy team-building activity that is also suitable for remote cultures? Come up with a series of questions specific to your workplace and test your team's knowledge. Question examples include: "How many people are in the IT department?" "How many windows are there in the entire branch?" "What brand are the computer monitors?" "What month of the year is most common for birthdays among our employees?" "What is our current Certificate promotion?" "What types of Visa Credit Cards do we offer?"

This is a quick team-building activity that tests how observant your team is and / or product knowledge base. It can be done in both a conference room and over Zoom / Teams.

Member Service Bingo

For: Individual challenge game for member service

What you'll need: Card stock with Bingo Boxes that include various member service goals / sharpies or stars to indicate box is complete. Suggestions include opened a checking account, opened a CD, referred member for a Credit Card, assisted co-worker, also include something fun that may resonate with your team for example, heard someone sneeze (at my branch, this inevitably happens every day) 😊

Instructions: Staff maintain their Bingo Card until someone wins BINGO! Announce this to your team. Staff could also follow up with a Huddle discussion to chat about successes and challenges.