Helping My Team Prepare for the Busiest Time of the Year

By Cheryl Krajna



Q4 was always the busiest and most chaotic time for Nonstop Health, especially for my colleagues on the Education & Training Team. As the calendar inched closer to Oct. 1 and my teammates prepared to present scores of trainings to new clients, I decided I wanted to do something to build morale and mitigate some of the stress beforehand.

With our manager's approval, I scheduled a 90-minute "Q4 kickoff" featuring:



- Quick grounding meditation
- Self-care tips
- Stress reduction techniques
- Prioritization guidance
- Funny awards such as "Most likely to spot a typo," which I'm happy to say I won!



Everyone shared their biggest worry about the upcoming busy season, and we brainstormed together ways to help them. I stressed the need for all of us to pitch in and help each other and not be afraid to ask for help if needed.



At one point all the trainers were booked, yet there were half a dozen more training sessions to present. As content manager and the person who had created dozens of fliers, one-pagers, and miniguides explaining Nonstop Health's products and services, I volunteered to fill in. Was I nervous? Of course. But I figured the worst that could happen was someone would ask a question for which I didn't have an answer. In that case, I planned to get the person's name and phone number and have one of our Trainers call them back. Fortunately, the questions were easy!



To keep the momentum going after the session, I wanted to use the HeyTaco platform to allow our team to recognize each other for day-to-day wins. Budget restraints precluded that, so instead I made my own TACO (**T**alk **A**bout a **C**olleague's **O**utstanding-ness) program. (Yes, I made up a word. It worked!) We posted taco emojis in our group chat to recognize each other for big and small things. And as part of the care packages our manager sent us, we each received little taco stickers with funny motivational sayings.

Problems I identified:



- Q4 anticipated overwork
- Packed schedules
- Increased hours
- Stress
- Low morale

Solutions I presented:



- Planned and presented a morale-boosting session prior to the start of Q4
- Continued throughout Q4 with daily "TACO" recognition in team chat

Results:



- Increased team collaboration
- Team members learned to delegate and share the load

Icons from Microsoft Stock Images; taco sticker from Etsy