

Employee guide:

Making the most of 'Moments that Matter'



What are Moments That Matter?

Moments that Matter (MtM) are monthly, in-person Fan Care gatherings to help you connect, collaborate, and grow. Held on the second Wednesday of the month, MtM allows you to strengthen relationships with your teammates, share ideas, and engage in meaningful conversations that support personal and team success.

Your role in MtM

MtM is your chance to build stronger connections, gain new perspectives, and contribute to your team's success. Engage intentionally and make these in-person connections count.



How to make the most of 'Moments that Matter'

Plan ahead

- **Schedule 1:1s or group discussions:** Use these days to hold face-to-face meetings.
- **Identify goals:** Think about what you could achieve in person, resolving challenges, brainstorming ideas, or simply building stronger connections.
- **RSVP and let the team know if you are attending.** This ensures we have what we need for everyone onsite that day.

Be fully present

- **Eliminate distractions during the designated activity:** Turn off notifications, close your laptop unless required, and avoid multitasking.
- **Participate intentionally:** Share your thoughts and ideas and allow others to contribute. Ask questions to dig deeper and foster discussion if you're in a group activity.

Focus on growth

- **Seek mentorship:** Have a quick chat with a manager or experienced colleague for guidance. Ask for feedback on your work or help with challenging tasks.
- **Learn from others:** Shadow teammates to learn how others approach their work.