



TALENT SHOW



PURPOSE:

A fun way to recognize critical skills in the workplace



MATERIALS:

Deck of cards



TIMING:

10–15 minutes



TIP:

For a lightning fast round, deal each player one, two or three cards

Use this as a warm-up before a huddle or a brainstorming session.

DIRECTIONS:

1. Deal out the cards evenly to all participants.
2. Ask people to look at their cards.
3. Based on the cards in his or her hands, have each person share an example of how they use the critical skills listed below:
 - ♥ Hearts = Collaboration
 - ♣ Clubs = Digital fluency
 - ♦ Diamonds = Consumer focus
 - ♠ Spades = Process improvement

EXAMPLES:

Collaboration: “Working in partnership with Pharmacy has helped my team improve pain management for our members.”

Consumer focus: “I’m helping to improve our members’ care experience by introducing myself and briefly explaining what to expect during their visit.”

Digital fluency: “Skype for Business messaging is replacing Sametime. Are you ready?”

Process improvement: “I have a suggestion for improving our response times for phone calls and emails.”