

LOGO

#culture | #customercentric | #developyourself | #collaborators | #Innovators

Programme summary

Programme name: pilot

If you have any technical issues, please contact your programme manager

Activity name	Points value	Rand value	How many can I award per month?
High Five: Customer centricity	100	R 10,00	2
High Five: Excellence	100	R 10,00	2
High Five: Developing yourself	100	R 10,00	2
High Five: Collaborator	100	R 10,00	2
High Five: Innovator	100	R 10,00	2

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Activity summary

High Five: Customer centricity

Recognise your colleagues for putting our customers first. For listening to customers, being helpful, thoughtful and aware of the customer's needs. For also being aware of your responsibilities, and looking for opportunities for consciously wanting to do more. Tell us about the positive feedback from customers, suppliers, colleagues and managers.

High Five: Excellence (Catch people doing the right things)

Recognise team members for making good decisions, conducting task with excellence and taking action which is in the best interest of the Group and its customers, suppliers and employees. Catch people living and working with excellence.

High five: Developing yourself

Takes initiative in their own development by following through on agreed interventions outlined in their Personal Development Plan. Proactive and flexible in the face of changing demands by acquiring new skills. Asking feedback from others on their performance and observing the practice and behaviour of others.

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Activity summary

High Five: Collaborator

Well done and thank you for being a team-focused individual who contributes to activities or initiatives within your team or across the business. For thinking about “we” rather than “I”. For being a connector who brings together the right knowledge and the right people to the same table and willing to share information and knowledge with others.

High Five: Innovator

Recognise those colleagues who continually searches, creates and use new ways of working in order to attain our company goals. To those who are proactively in pursuit of ideas and transforming them into solutions that improve service delivery and/or customer experience