**A logo with a letter c

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**Positive Store Culture Starter Kit**

*A Practical Resource for Building a Winning Workplace, One Shift at a Time*

**1. Store Culture Self-Assessment**

**How Welcoming Is My Store? (Check all that apply):**

* ☐ Customers are greeted within 10 seconds
* ☐ Coworkers treat each other with respect
* ☐ Everyone helps clean shared spaces
* ☐ I feel safe and supported at work
* ☐ Mistakes are used as learning moments
* ☐ Compliments are shared often
* ☐ Team members step in to help when needed
* ☐ Management listens to staff ideas
* ☐ Employees are recognized for good work
* ☐ New employees are welcomed by everyone

**My Score:** \_\_\_\_/10

**What’s one thing I can do to make my store more welcoming today?**

**2. Daily Actions for Better Culture**

**Quick Checklist:**

* ☐ Greet every coworker by name
* ☐ Offer to help when someone looks busy
* ☐ Keep common areas clean
* ☐ Compliment a teammate on a job well done
* ☐ Smile at every customer
* ☐ Ask for feedback on my work
* ☐ Share a positive story from today
* ☐ Thank a coworker for something specific

**Small Actions Log:**

| **Date** | **Positive Action I Took Today** |
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**3. Recognition & Appreciation Log**

**Peer Recognition Tracker:**

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| --- | --- | --- | --- |
| Date | Who Recognized | Who Was Recognized | Reason / Compliment |
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**Ideas for Celebrating Small Wins as a Team:**

* Group “shout-out” at shift change
* Share a favorite snack or treat
* Team photo for the breakroom wall
* “Star of the Week” board
* High-five chain (pass it around after good service)

**4. Communication Skills Builder**

**Scripts for Common Situations:**

* **Welcoming a new team member:**  
  “Hi, I’m [Your Name]. Glad to have you with us! If you need anything, just ask.”
* **Giving positive feedback:**  
  “I noticed you [describe action], and it made a real difference—thank you!”
* **Addressing a concern:**  
  “Hey, I wanted to check in about [situation]. Can we talk about how to handle it better?”
* **Resolving a conflict:**  
  “I know we had a tough moment earlier. Let’s figure out how to work together going forward.”
* **Encouraging input:**  
  “What’s one idea you have that could make our store better?”

**How to Talk So Your Team Listens:**

* Be clear and specific
* Focus on actions, not personality
* Ask questions—then listen
* Stay calm, even if you’re upset
* Repeat back what you heard to show you understand

**5. Support System Worksheet**

**Employee Buddy/Support Partner Template:**

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| New Employee | Buddy / Support Partner | First Week Focus | Notes |
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**6. Conflict Resolution Roadmap**

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| Step | What To Do | Notes |
| 1 | Name the issue (“We had a problem with…”) |  |
| 2 | Listen to each person’s side |  |
| 3 | Brainstorm possible solutions together |  |
| 4 | Agree on a solution and follow up (“Let’s try this…”) |  |

**7. Sustaining the Change**

**Monthly Improvement Tracker:**

| **Month** | **What’s Better This Month?** | **What’s Next to Improve?** |
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**Commitment Pledge:**  
“This month, I will help build a positive store culture by:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_”