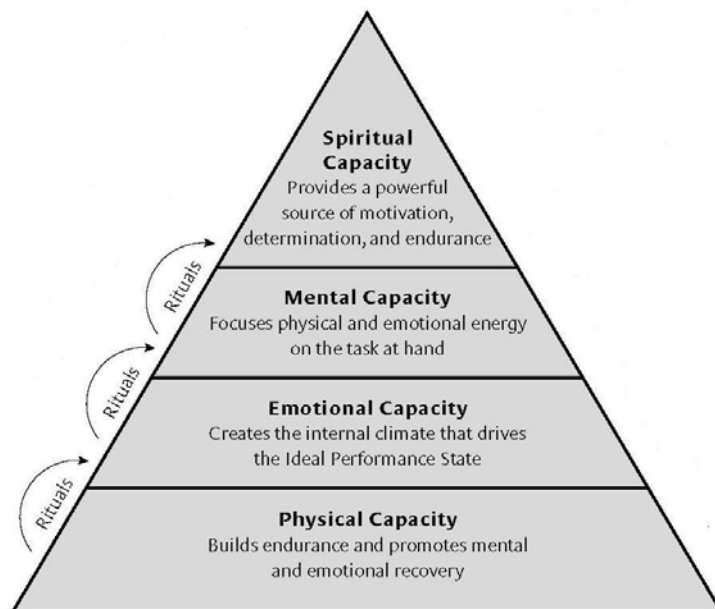


Overview. The *Stop/Start/Continue* activity is used for a variety of purposes related to development and communication, including personal growth, team-building, troubleshooting and organizational-improvement initiatives. This technique is great for generating respectful, honest and meaningful communication. Team leaders can use this model to facilitate a balanced discussion of areas of improvement, areas of strength and areas of opportunity as they relate to team objectives and performance. Consider using this exercise with your team every year for continual improvement. For today's workshop, the purpose of this exercise is for personal growth.

Instructions. Take some time to think about all the roles you play as a leader. Consider the multiple areas of the business you touch, all of the people you are responsible for managing, and the Guests you are serving. Then ask yourself these questions, using the worksheet on the next page to write your answers.

1. List one or two things I'm currently doing that are not working (I should **STOP** doing them).
2. List one or two things that would be beneficial for me to **START** doing.
3. List one or two things I am currently doing that I should **CONTINUE**.



Optional Approach:

You might want to consider focusing on the four dimensions of the “*High Performance Pyramid*” from Jim Loehr and Tony Schwartz’s work with world-class athletes. A “Stop, Start, Continue” exercise is a great way to consider adding positive new habits (or “rituals”) that will lead to sustained, optimal performance while identifying some ritualized behaviors you are carrying that prevent you from keeping proper work-life balance, physical and emotional health, greater satisfaction, and overall well-being.

Stop / Start / Continue Worksheet

STOP	List one or two things I'm currently doing that are not working (I should STOP doing them).
START	List one or two things that would be beneficial for me to START doing.
CONTINUE	List one or two things I am currently doing well that I should CONTINUE doing.