

FIND SOLUTIONS

- Move quickly on new ideas
- Advanced, proactive communications
- Don't be afraid to ask for help
- Provide information to help others make decisions
- Train each other on the whole process to see the impact to downstream activities including the effect on external customers
- Publish complaints to build awareness
- Identify and understand issues
- Think beyond what is expected
- Look at things from the customers point of view
- Share your experience and ideas
- Be respectful of everyone's ideas
- Listen & focus
- Lead by example
- Understand why
- Break routine – step outside the box
- Ask employees for improvement ideas

THINK AHEAD

- Think of how you are effecting people down the line
- Think beyond today, plan for tomorrow
- Communicate issues at shift change & inform other departments
- Be prepared
- Don't get stuck in a rut
- Tell others about new ideas
- Keep an open mind. Try to make things work
- Discuss changes ahead of time
- Understand the need for change
- Take advantage of experiences with other companies
- Stay positive and keep people motivated
- Look at things from the customers point of view
- Identify problems before they happen and recognize opportunities
- Communicate reasons for change in advance
- Think outside of your department - "How does this effect other areas?"
- Ask were else your solution can be applied
- Improve your job skills
- Share your knowledge with others

DARE TO LET GO

- Ask what could be done to make your job easier/better/ more effective
- Have respect for every employee
- Reward open thinking with brand champion incentives
- Acknowledge that some people will not change but try to show them how the idea is positive and could benefit them
- Accept failure well, identify what did work
- Think realistically
- Measure risk versus pay-off
- View negative issues as opportunities
- Put the past behind you
- Change "ME" to "WE"
- Communicate better
- Break down wall between departments and between union and management
- Committees across the company and multiple departments
- Be persistent – keep trying
- Accept technology
- Encourage people to do better
- Accept new ideas
- Request new information
- Listen to experience from all sources
- Don't be afraid to praise others
- Let go of grudges
- Lead by example
- Trouble shoot the idea process
- Pursue new ideas
- Help people to understand why change is important
- Understand resistance
- Buy in from the team: example, loading on trucks, communication – who else needs to know, what's in it for me
- What's in it for me – Job security, morale, pride, control, more interesting job, satisfaction, perks, recognition, survival & growth, self esteem
- Resolve feuds – party, tug of war, celebrate, job exchange (walk in my shoes) talk, explain – divide and conquer (person by person instead of depts) – give examples of how other departments have resolved conflict

ACT DECISIVELY

- Volunteer for training
- Get new ideas
- Stay focused, stay on task
- Be a leader, seek cooperation and input from others
- Give direct answers – Don't be afraid to say what you think but be positive and respectful
- Be proactive – Don't be afraid to try
- Recognize priorities
- Do what is best for the customer as often as you can
- Take responsibility for your own job
- Share your knowledge with others
- Take problems and opportunities to your brand leader
- Lead by example
- Think of others, think ahead, take responsibility
- Be part of the solution not the problem
- Always work toward the highest quality product
- Plan for the future – anticipate change
- Commit yourself
- Lead, follow or get out of the way
- Provide feedback quickly – good or bad
- Ask for help – delegate
- Solicit feedback – share new ideas

SHOW YOUR PASSION

- Be enthusiastic
- Say "thank you"
- Make a good impression to your groups
- Spend time on cleanups and washups
- Meet with visitors
- Wear team shirts
- Learn something new every day
- Take preventative actions
- Cross train
- Follow through and follow up
- Treat internal customers as you would external customers
- Have fun & celebrate successes
- Learn more about the products
- Think outside your department
- Be proud of your job and your company – tell others
- Express knowledge of "Beyond Paper"
- Encourage others to show appreciation
- Take time to understand all the products we make and more about our operations
- Communicate successes face to face
- Make coworkers proud
- Communicate to community our passion for the environment and community
- Share with all employees articles regarding the company
- Remember each job is as important as the next

DO WHATEVER IT TAKES

- Go the extra mile
- Say "thank you"
- Promote pride
- Hire people with brand value behaviors
- Focus
- Show people the process
- Communicate
- Involve union leadership with improvement ideas
- Have executives walk through all locations and be accessible
- Provide safety awards
- Set quick goals and recognition
- Be visible
- Have fun
- Empower employees to make decisions
- Don't point blame
- Jump in to cover for breaks
- Suggest improvements & volunteer to implement them
- Encourage people to recognize a job well done
- Don't be afraid to make mistakes
- Trust people to be responsible
- Empower people at all levels
- Promote quality over quantity as much as possible
- Think outside your department
- Deliver more than you promise
- Think like your customers
- Celebrate successes
- Share ideas with other departments and respect their responsibilities
- Maintain a positive attitude
- Communicate at shift change
- Communicate clearly and frequently
- Integrate the customer into our process when possible
- Follow up in person when ideas are suggested
- Be dependable and honest
- Promote teamwork
- Take the initiative, don't wait for others

IDEAS EXPRESSED

- Tell employees what our end products are
- Be sure employees have toured facility & other facilities
- Train employees as to what the quality specs tell us
- Overview of what S&H does and other facilities (SG and Neenah)
- Post press releases and articles (positive and negative) on bulletin boards
- Show employees what our environmental efforts are
- Post brand champion ideas where everyone can see
- Data share of technical articles to all employees (perhaps on bulletin boards)
- Resolve feuds between departments – parties, start with individuals
- Post customer information – who they are how they use products, what they think of us (survey), etc
- Give blank thank you cards for people to send out internally
- Conduct department road show so people understand what the role of each department is.
- Provide talking points for employees during tours
- Show customers how we value them with each order
- Show customers why we are different (glatfelter people)

ISSUES

- Personal situations held against people.
Lower level supervisors not supporting initiative (not trained)
- phones so people can call home to say Hi to wife when working 16 hours straight
- Payphones
- When machine is shut down – let operators be involved in the process
(empower people by bringing them into the process)
- Explain the value of the job (job market analysis) “I can get a job anywhere”
- Provide shirts to all employees for ever day
- Bring in hot dogs, etc to say thanks
- Have employee appreciation day to improve attitude
- Provide budget to teal leaders to boost morale
- Provide safety awards & quality awards
- Put ways to live the brand on the bottom of emails