

CONFIDENT CONVERSATIONS TIP SHEET

CATCH PEOPLE DOING THE RIGHT THING

What's rewarded gets repeated.

Recognition and praise are two critical components for creating positive emotions in organizations. The Gallup Organization has surveyed more than 4 million employees worldwide on this topic. Their latest analysis, which includes more than 10,000 business units and more than 30 industries, has found that individuals who receive regular recognition and praise:

- Increase their individual productivity
- Increase engagement among their colleagues
- Are more likely to stay with their organisation
- Receive higher loyalty and satisfaction scores from clients
- Have better safety records and fewer accidents on the job



DO IT QUICKLY AND IN DETAIL

Acknowledgment is always more effective when it is delivered immediately and it is specific. When you notice a job well done, tell the person as soon as possible exactly what they did right. For example:

When I was called away last week and couldn't lead the team, you stepped up, asked me about key priorities, and helped the team to work through each one.

SHARE YOUR FEELINGS

Next, tell the person how what they did impacted you. Don't intellectualize. State your gut feelings:

We didn't miss a single deliverable. I felt so relieved and supported. You made me and the whole department look good. Thank you!

BEING CLOSE COUNTS

You don't have to wait for exactly the right behaviour before praising someone. Even if a person is doing something approximately right, it's important to recognise their effort. Your encouragement will help them focus on improving that area of their work.

Create a culture of commendation. Look for things to celebrate.

Catch people doing things right!

[CLICK HERE](#) to read about the CEO who hand wrote over 30,000 thank you notes to his staff.

And [CLICK HERE](#) for how and why he did it.

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