



UNDERSTANDING THE INCREDIBLE POWER OF PRAISE

A 60-minute Webinar



***“Everyone has an invisible sign hanging from their neck saying, ‘Make me feel important.’
Never forget this message when working with people.” -Mary Kay Ash***

Let's look at the basics of praise...

1. Be sure that the praise _____.
2. Be _____ in the performances that you are recognizing.
3. Combine verbal praise with _____.
4. Tell people _____ what they are being recognized for.
5. _____ them doing something right.
6. Be _____.
7. Don't always make a praise “_____.”

“WHAT GETS REWARDED, GETS REPEATED.”

HOW should you give praise?

- Face-to-face
- E-mail with a copy to a higher-level manager
- In a meeting (depending on the situation)
- In a handwritten note
- A note in their paycheck receipt
- Voice mail

Notes: _____

WHEN should you give praise?

- Immediately after you notice what they did/said, etc.
- Irregularly (? ? ?)

Notes: _____

WHY should you give praise?

- Doing good deeds
- Voicing good ideas
- Accomplishments
- Making suggestions

Notes: _____

- Good decision-making
- Dependability
- Contributing at meetings
- Willingness to try something new

Notes: _____

- Improvement
- Ability to solve problems
- Handling crisis well
- Juggling many tasks

Notes: _____

- Ability to handle the details
- Seeing the big picture
- Making a strong effort
- Thinking outside the box

Notes: _____

8. Consider setting aside the last 5 minutes of each meeting to help employees

_____ on themselves.

- ❖ “What has given you the most satisfaction since our last meeting?”
- ❖ “Whom have you noticed doing something praiseworthy?”
- ❖ “What are we doing really well?”

What other comments could you make at a meeting to help employees brag on themselves?

POWERFUL “PRAISE PHRASES”

1. You make my _____ easier by...
2. One of the things I _____ about you is...
3. I'm impressed with the _____ you...
4. You made my _____ when...
5. You can be _____ of...
6. You're doing a _____ at...
7. You've really made a _____ by...
8. I can always _____ on you to...
9. WOW! _____
10. Good _____!
11. I'm so glad you _____ of that!
12. You were a big part of the _____ of...
13. You are one of the _____ at...
14. I love _____ you...

“I can live for two months on a good compliment.” - Mark Twain

Which praise tip(s) could I start using? _____

With whom? _____

For what – specifically? _____
