



## ***UNDERSTANDING THE INCREDIBLE POWER OF PRAISE***



***“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.”***

**To WHOM** should you give praise?

- Your staff
- Your supervisor
- Your co-workers
- Those around you

Notes: \_\_\_\_\_

**HOW** should you give praise?

- Face-to-face
- E-mail (with a copy to a higher-level manager if possible)
- In a meeting (depending on the situation)
- In a handwritten note
- 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. When conducting meetings, 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?”

Notes: \_\_\_\_\_

What other comments could you make – or have your made – at a meeting to help employees brag on themselves?

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**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? \_\_\_\_\_

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With whom? \_\_\_\_\_

For what – specifically? \_\_\_\_\_

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