Harness the Power of Praise and Appreciation

Challenge
Sixty-five percent of Americans received no praise or recognition in the workplace last year, a Gallup poll reported. None. Nada. Yet, the US Department of Labor notes that the number-one reason people leave organizations is because they don’t feel appreciated. Another Gallup study of nearly 5 million employees reveals that increased occurrences of recognition and praise in the workplace can lead to lower turnover, higher customer satisfaction scores, and increased overall productivity. ~Rich Schlentz, Your Employees Have Quit—They Just Haven’t Left

Findings
Bob Nelson, author of 1001 Ways to Reward Your Employees asked, “In these tight, stressful, changing times, what are the things that are most important to employees today? I recently conducted a survey of about 1,500 employees to answer that question. Here are the top 10 recognition items...”

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The survey said...

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Solution

Engagement Principle #3: __________________________

Providing effective praise and appreciation means you’ve got to pay attention to your people. You must be an observer of good. Your Employees Have Quit—They Just Haven’t Left
Maximizing Your ROP

“There are two things that people want more than sex and money: recognition and praise.”

–Mary Kay Ash, founder of Mary Kay Cosmetics

Reflect.

Why might managers hesitate to express praise and appreciation in the workplace?
Formula for sincere praise and appreciation: T-A-CT

1. Tell the individual what quality or personality trait you admire in them.

2. Cite the evidence or specific situation where you observed this trait.

3. Finish by saying, “I wanted to let you know that I really admire this about you.”

4. Allow a moment for their “Thank you.”

5. Shut up. This is critical. Don’t ruin the moment by talking incessantly for the next five minutes. When you’re done—be done.

An example.

Mary, I appreciate your patience. You demonstrated this when dealing with the irate customer yesterday. I noticed how well you listened and allowed them to talk through their experience until they began to feel better. Then, you were able to solve their problem. They even left happy after interacting with you. I admire this trait in you and your commitment to making our team more successful.
Time to A-C-T

Summarize.

Based on this learning, what one action will you take to positively influence levels of **engagement** in your workplace?

Accountable.

Who will you ask to hold you accountable to this action?

Clearly-defined.

What’s the first step you’ll take to move towards accomplishing the action you stated above?

Time specific.

This initial step will be completed by:

“Knowledge is no longer power. Application is the new power.”
~RichSchlentz
Rich Schlentz  
*Consultant, Speaker, Leadership Coach*

Rich Schlentz is the founder and Chief Enthusiasm Officer of EXTRAordinary! Inc. a movement dedicated to reviving the global workplace one culture at a time. Rich is an international consultant, speaker, and leadership coach. In his work with companies, teams, and individuals, Rich provides the tools to create “breakthrough” performance. With an emphasis on human relationship principles, he helps organizations develop strategies to increase employee engagement, commitment, and productivity. His area of expertise is guiding leaders to create and foster engaging cultures resulting in improved loyalty, creativity, innovation, and profitability.

Rich is described as a passionate, inspiring, and engaging presenter. He speaks from the heart and offers a message of encouragement sprinkled with humor and enthusiasm. As one of his audience participants put it, “It is speakers such as this that result in cultivating and inspiring change from within.”

Rich recently published his first book, *Your Employees Have Quit—They Just Haven’t Left.*

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