

Two-Minute Tuesday Video Script: FACE: Providing Positive Feedback

<http://www.pinellascounty.org/hr/two/videos/positivefeedback/positivefeedback.html>

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I'm Meagan Decker and today's Two-Minute Tuesday topic is about how you can provide positive feedback in an effective and simple way.

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In the FACE of Performance model, you'll notice that "Feedback and Coaching" is continuous and is most effective when it is a regular ongoing activity. That feedback can be about areas that need improvement or areas where a person is doing really well. Let's talk about that.

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For some, providing positive feedback is more difficult than providing negative feedback. People sometimes don't think it's necessary. They think that the person already knows that they are doing a good job. Or they don't feel comfortable doing it, worried that they'll come off as phony or insincere. Yet few actions will do more to build trust and boost morale than sincere positive feedback. So let's go over a few key actions we can take when providing meaningful positive feedback.

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1. First identify the specific positive behavior you want to praise. Tell the person exactly what he or she did that warrants this recognition. Offer clear details. Use the person's name and describe the specific actions you observed or learned about through the observations of others.

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2. Identify results (if possible) but don't dwell on them. If you can link a positive outcome directly to the actions of the person, say so. It's powerful. Remember that you're recognizing the effort and the behavior, the results of which are often out of the person's control.

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3. Third, identify how the behavior positively impacted you, the team and/or the organization. The more important thing to focus on is the personal impact. How has this person made your life better or easier? Or your work more effective? How has this person helped the team or the organization as a whole? In short, why does what they did matter?

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4. And fourth, offer gratitude and encourage more of the behavior in the future. Wrap up with a sincere "thank you" and remind the person that you'd like to continue seeing this kind of thing moving forward.

Slide 8: Here are some quick final tips to keep in mind:

- Provide positive feedback promptly. Don't wait to provide recognition for a job well done.
- Spread it around. Don't play favorites. Look for opportunities to praise each person individually.
- And don't worry about your title. Positive feedback can come from anyone. It doesn't have to go from the top down. As long as your feedback is authentic and professional, it's appropriate to share and typically very appreciated.

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Don't hesitate to give someone positive feedback because you're worried about the way it will come off or that you assume the person already knows. Providing someone with positive information is never a waste of your time.

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