

## **MFB News – March 2008**

### **How to Give Positive Feedback**

Successful employees ask for more than a decent salary. For both their ego and motivation, a strong and sincere positive feedback from their superiors is a sine qua non. Don't ever underestimate the power of positive feedback. We are quick to point out to our employees when they make mistakes. However, sometimes we forget to acknowledge them when they do something right. Giving positive feedback can be a powerful and inexpensive tool for employee motivation.

Here's how to use it effectively.

1. Do it now.  
Positive feedback is too important to let it slide.
2. Make it public.  
While negative feedback should be given privately, positive feedback should be given publicly. When you do it in front of as large a group as appropriate you have the chance to ignite the fire also in those employees who lag behind.
3. Be specific.  
Don't just say "Good job, Peter". Tell Peter explicitly why you estimate his work and how important it is to your company success.
4. Consider the receiver.  
It is important to consider the personality and feeling of the person receiving the recognition. While a shy person probably wants to avoid the big party, for another person, you might consider as much ceremony as the action warrants.
5. Do it often.  
Don't wait for the big breakthroughs. Celebrate small successes too.
6. Do it evenly.  
Big successes need big recognition; small successes need smaller recognition. If you throw a party for every minor occasion, you diminish its effect for the big success stories.
7. Be sincere.  
Don't praise someone for coming to work on time. Don't congratulate people for just doing their job. People can differentiate between show and sincerity. Really mean it when you give positive feedback.

**MFB**

Manage Future Business

Die Unternehmensberatung für Resultate

Communication is the single most important skill of any manager.  
Giving sincere positive feedback will support your efforts to both entice and strengthen the motivation of your outstanding employees and stimulate laggards to catch up.

MFB Resultants - We Create Results.

**Contact:**

MFB Resultants GmbH  
Luisenplatz 1  
65185 Wiesbaden

Phone 0611 / 34 11 70

Fax 06 11/ 34 117 22

[kontakt@mfresultants.com](mailto:kontakt@mfresultants.com)

[www.mfresultants.com](http://www.mfresultants.com)