

SWORD workbook:

# KFP 2 Sense of Appreciation Quick Wins



## Quick Win 2.1: Tips for giving effective feedback

### **Be clear:**

Make sure you are clear in your feedback.

### **Be specific:**

Focus on what you've noticed people have done well, or what they could improve on. If improvement is required, make sure you let them know that it is linked to a specific issue.

### **Be real and be realistic:**

Your authenticity is pivotal to making sure feedback is well received; so, avoid giving feedback unless you really believe it is necessary or deserved. Make sure you're able to give concrete and constructive feedback that is realistic and will help people achieve a goal.

### **Timely:**

Feedback should be provided at the right time. If you wait too long to give feedback, it may seem random or ill considered. And praising every small action can appear overly ingratiating and superficial.

## Quick win 2.2: Celebrating success in team meetings

Here are some ideas that can encourage a culture of gratitude to develop. It is important to recognise that what is rewarding for one team may not necessarily be so for another, so teams should be encouraged to set up their own 'menu' of ways to express their gratitude and celebrate achievements. Ideas that are 'imposed' can seem inauthentic or patronising.

- > There is evidence that a simple 'thank you' from a line manager can boost feelings of self-worth and self-efficacy among practitioners. A hand-written note of thanks or a card, can further demonstrate genuine regard and make a big difference. Always make sure you're clear what you are saying thank you for.
- > A box of chocolates (or even a home-made trophy) for somebody who needs cheering up, or has done something well, can be effective.
- > One option is to use a 'Jar of Joys' – as suggested by Catherine Watkins (2017) – where team members write down their small successes on slips of paper and put them into a jar. Eventually the good work that people do will fill up the jar.
- > Celebrate birthdays, but make sure not to set a precedent that may cause discomfort for some people. For examples, buying cakes for the whole team can be expensive and can be excluding.
- > End the week with a team gathering or celebration (or a Fika session – see KFP1 Secure Base). But make sure these events are inclusive; so, avoid visits to the pub or 'get togethers' at the end of the day, which may exclude people with caring responsibilities.

### Quick win 2.3: Ways to show your gratitude

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