



Expressing Respect & Appreciation

Receiving positive feedback from managers can make workers feel good about themselves and proud of their workplace contributions. It can make them feel capable, motivated, and a valued part of the team. They can feel a strong sense of morale and a meaningful bond with team members. Expressing respect and appreciation can be an important tool in maintaining a positive and effective work environment, and can help reduce the likelihood that workers experience negative emotions due to work-related issues. Workers who feel appreciated may also be more likely to provide managers with positive feedback. It can be a win-win situation when managers and workers regularly communicate respect and appreciation to each other in the workplace. Supportive communication of this sort is a skill that can be developed and practiced. Here are some examples of how respect and appreciation can be communicated effectively. A less effective approach is also provided to highlight the differences:

Situation / Less Effective Communication	More Effective Communication
<p>You are held up by your own work and are late for a meeting led by a coworker. Your coworker has already started presenting when you arrive. You sit down and stay for the meeting. After the meeting, you leave without talking to the coworker.</p>	<p>When there is a break in the presentation by the coworker, apologize to the coworker for being late and communicate that you value the presentation. You may also want to give a brief and sincere reason as to why you were late.</p> <p>E.g., <i>“I’m sorry that I was late for your presentation. I was caught up with sending off a report. Were there any handouts or key pieces of information that I missed? If you have a minute, could you please give those to me?”</i></p>
<p>You’re discussing ideas with a worker about a particular procedure in the office, and she makes a good suggestion for improving the process. A couple of days later, you bring up the suggestion in a meeting (along with many of your own) without acknowledging that one part of it was her idea.</p>	<p>Give credit to the individual who earned it, even if it is only indirectly related to, or a small percentage of, the overall work. This type of respect can in turn lead to respect and appreciation for you in the long run.</p> <p>E.g., <i>“Catherine raised the idea of ___ the other day and I thought it’s a good idea because ___. What do people think about us implementing this?”</i></p>
<p>You are coordinating a team and members have emailed you their contribution to the work. You don’t provide any response (positive or negative).</p>	<p>Reply to each member with a quick ‘thank you’ email. No matter how brief, this shows that you appreciate their time. Give constructive feedback if applicable. This can communicate that you care about their work and their professional development.</p> <p>E.g., <i>“Thanks for sending this. Good work. It would be great if you also add a section about ___.”</i></p>



Situation / Less Effective Communication	More Effective Communication
<p>You need to discuss an issue with a worker. You start talking about the issue immediately as soon as you see him in the hallway.</p>	<p>Show that you value his time by checking to see if he is free to chat.</p> <p>E.g., <i>“Do you have a minute? I want to talk to you about ____.”</i></p> <p><i>“Hi, is this a good time to talk about __?”</i></p> <p><i>“Would you mind staying behind a bit after the meeting? I want to check in with you about ____.”</i></p> <p><i>“Do you have any time right now? I want to hear your thoughts about ____.”</i></p>
<p>An administrative worker has helped you reschedule a few meetings because you have a dentist appointment. Since this is a part of their job, you felt that a simple “thanks” would do.</p>	<p>Support staff workers often have to assist a number of people and have a lot on their plates. You acknowledge this fact and communicate genuine appreciation for the help.</p> <p>E.g., <i>“I really appreciate you doing this for me. I know you’re super busy, so thank you.”</i></p>
<p>You are editing a proposal drafted by your colleague. You notice that she did not include a few things that were originally discussed. You indicate to her that x, y and z are missing and that she should add those before making you read the proposal, as your time is precious.</p>	<p>There may be a number of reasons why people do not do things as previously agreed upon. You are aware of this and give your colleague the benefit of the doubt. You bring it up with courtesy and give her a chance to explain.</p> <p>E.g., <i>“The proposal reads really well. I notice, though, that x, y and z didn’t make it into the draft. Did you mean to leave those out?”</i></p>