

Give & Accept Praise

Civility Workgroup



Negative Praise

"Glad you made it in"
(sarcastic tone).

Positive Praise

"Thanks for your commitment. I appreciate that you came in despite the inclement weather".

Thanks for coming in early and staying late because I have kids and you don't.



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Attendance

Negative Acceptance

"Thanks, I didn't really have a choice" (sarcastic tone).



Positive Acceptance

"It was a challenge, but you are most welcome".



Attendance

Negative Praise

“Gee, thanks for actually acting like a team player today” .

Why is it that when they say 'There is no "I" in Team', don't they realize there is still "me"?



Positive Praise

“Thank you for demonstrating initiative and working through the process to improve the way our team operates” .



Teamwork

Negative Acceptance

“Yeah, right... I did the best with what I had to work with and that wasn't much” .



Positive Acceptance

“Thank you. Working on a team was a rewarding experience and made the effort of completing the job much more efficient” .



Teamwork

Negative Praise

“Thank you for completing the SOPM but my problem is that your work is of high school quality” .



Positive Praise

“I want to commend you on your fine quality of work on the SOPM. It was concise and comprehensive. Your efforts are invaluable and greatly appreciated” .



Quality of Work

Negative Acceptance

“Thank you. It’s about time that my hard work was finally appreciated”.



Positive Acceptance

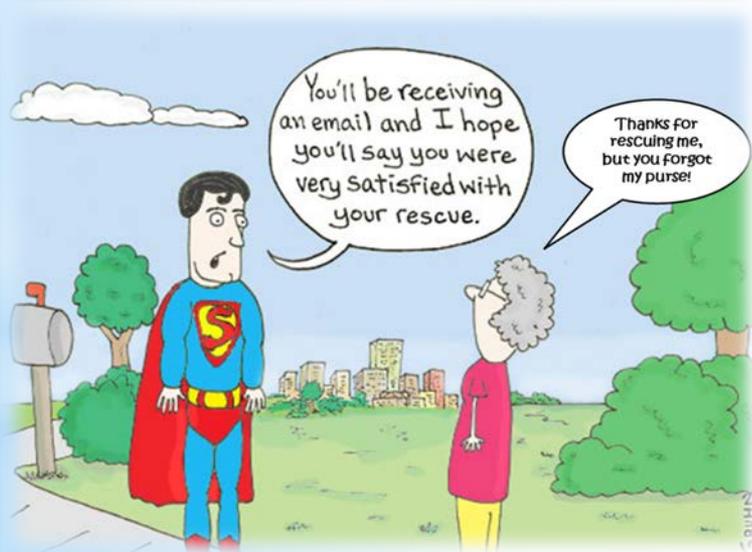
“I would like to thank you for your kind words and assure you that I will always give my best to this organization”.



Quality of Work

Negative Praise

"Thanks for rescuing me... but you forgot my purse".



Positive Praise

"Dr. Smith just emailed me, expressing his appreciation of your timely response to his inquiry. Thank you for providing excellent service to our customers".



Customer Service

Negative Acceptance

“Seriously??!! The customer thought I did a good job” .



Positive Acceptance

“Thank you for the customer service award” .



Customer Service

Helpful Guidelines for Delivering Praise

- Be genuinely appreciative.
- Deliver praise from your heart.
- Deliver praise as soon as possible.
- Make praise specific by describing the exact behavior or skill along with your expression of appreciation.
- Praise people publicly.

