

3-Step Positive Feedback Model

Giving positive feedback effectively involves following three simple steps:

Step 1 - Observation

State the specific desirable behavior you observed. Examples:

- "I noticed you maintained good eye contact."
- "Earlier, I couldn't help but notice you smiled when the guest approached."
- "It was great when you helped Joanne lift the box out of the way."

Step 2 - Impact

Describe how the behavior impacted others. Examples:

- "By making eye contact, you show that you are sincerely interested in the other person."
- "Guests feel immediately welcomed when they see you smiling as they walk in."
- "Joanne seemed very thankful for your help and it was a great way to demonstrate teamwork."

Step 3 – Thank You

Thank the person for their good work.

- "Thanks so much, and keep it up!"

