

# INSPIRE

## On Leadership

Fall 2015

### Leadership and Positive Feedback

69% of American workers would work harder if they were better recognized and appreciated.  
(Globoforce Workforce Mood Tracker, 2011)

By understanding what current research is telling us about employees and about leaders....well this is one way to hone in on key strategies for maximizing employee performance and engagement. Many (though not all) employees experience some degree of disappointment day in and day out at work. Very often, it is because of a lack of feeling valued or of feeling assured that they're on the right track at work.

It remains that positive feedback is one of the most under utilized responsibilities of a leader! And think about this....it doesn't cost a penny.

Why then are leaders not providing more recognition, appreciation, positive feedback and gratitude? There are a number of common reasons (all of which you can note do not have anything to do with 'malicious' intent):

- > They do not think about it.
- > They do not have a disciplined plan of accountability for themselves to give it.
- > Some think a paycheck is feedback enough.

- > Some don't do it, because THEY do not receive these things from their leader.
- > And some just don't believe in it. They liken it to 'coddling' people.

Consistently within organizations, there is a disconnect between the needs of employees and the needs of leaders. The number one need for leaders is to get results, and the number one need for employees is to feel fulfilled while working to achieve results. We often refer to the flashing sign that inadvertently exists on the forehead of every employee - MMFI. This stands for "Make Me Feel Important."

Positive feedback has a powerful impact. The human need to feel important is fairly universal.

A high-performing employee we know recently shared with his boss, "Since you've been more intentional about your leadership, you have been giving me more positive feedback. I appreciate it, and it makes me want to work even harder."

Try it this week! Challenge yourself to a minimum of five doses of recognition, appreciation, feedback and gratitude!

*Aleta Norris provides an ongoing column on developing better leadership skills. She is a leadership expert and Principal at Living as a Leader LLC.*

