

How To Train Bosses To Give Positive Feedback

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Woohoo inc.

H A P P I N E S S A T W O R K

Topics

- Why managers must give positive feedback
- Why they often don't
- How to train them to do it
- Specific ideas from great workplaces



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H A P P I N E S S A T W O R K



ASK

me anything
in the chat

Why
does
this
matter



Praise at work improves

Productivity

Emotional state

Creativity

Motivation

Resilience to stress/burnout

Performance under pressure

Employer relationship



It is essentially impossible to maintain a **stable, healthy identity** if those around you never see you or only see negative aspects of you.

Source: plato.stanford.edu/entries/recognition/



A background image showing a person's hands holding a small glass jar filled with snacks like nuts and dried fruit. The person is wearing a watch on their left wrist. The scene is set on a desk with various items like pens, a water bottle, and a notebook. The text is overlaid on this image.

Praise from
bosses is extra
important

Praise from managers is especially important

- Managers are role models for culture and behavior
- Managers have power/influence over people
- Promotes a positive focus
- Builds good relationships w. employees
- Positive feedback helps people listen to negative feedback

Top 3 sources of **bad days** at work

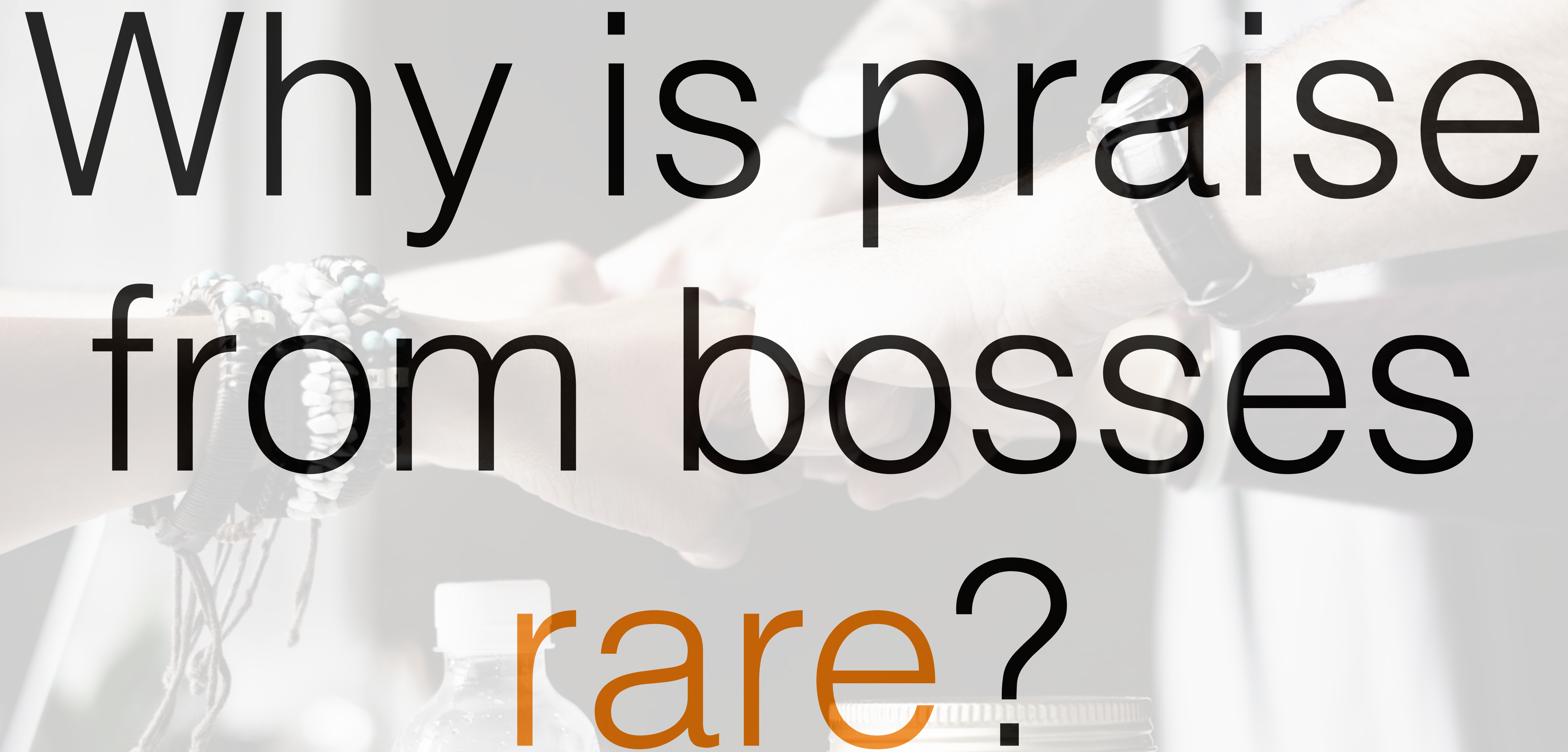
Lack of support from my boss (40%)

Negative coworkers (39%)

Lack of praise or recognition (37%)

Source: Woohoo inc. How common are bad work days and what causes them?





Why is praise
from bosses
rare?

Common misconception:

“People learn best when
we correct their mistakes.”

Giving feedback is cheap
and fast - but it does
require a personal interest
in the welfare of
employees.

Why Does Criticism Seem More Effective than Praise?

by Linda Hill & Kent Lineback

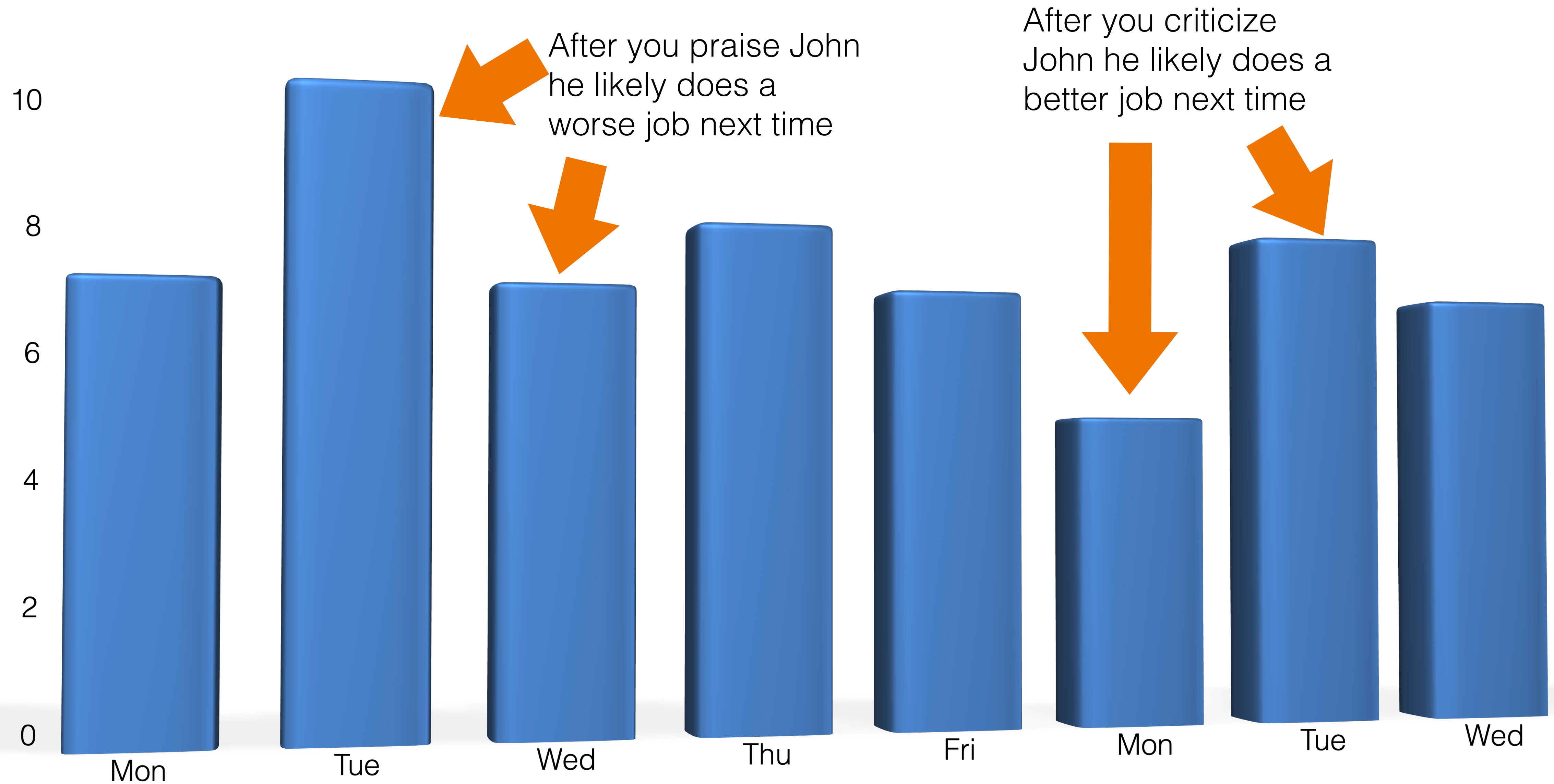
April 05, 2011

When you coach someone or conduct a performance appraisal, where do you tend to focus? Probably on “opportunities for improvement,” right? Sure, you mention some positive things, but we’ll bet you spend much more time talking about faults and shortcomings.

If you do, you’re only human. Paying more attention to what’s wrong isn’t wrong-headed or perverse. In fact, you could say you do it because,



Quality of John's daily work



Regression
to the mean



How do we teach
managers to give
positive feedback?

How we **teach** managers to give positive feedback

- Train them - just like any other skill
- Show them the benefits
- Have role models higher up
- Measure it
- Celebrate good examples
- Make it easy / lower the bar
- (Or hire/promote managers who already know how to do it)



5 tips for managers to give recognition

What can you praise

Results

Effort

Living company values

Helping others

Personal qualities

Use online
systems or apps



FEATURES

★ Two Superstar Features

🗨️ Feedback Pack

Pulse Check

Personal Feedback

Custom Surveys

Kudos

Private Messages

📊 Engagement Categories

📄 ESG Reporting KPIs

📈 Individual Monitoring

FEATURE

Public Peer Recognition

Kudos For The Whole Company To See

Employees can give and receive kudos, or +1 someone else's praise. The peer recognition is visible to the whole company and is saved in the employee's records, so that it's never forgotten.



Give yourself
a recurring task



Give positive
feedback **in writing**



Connect the praise
to the workplace's
purpose



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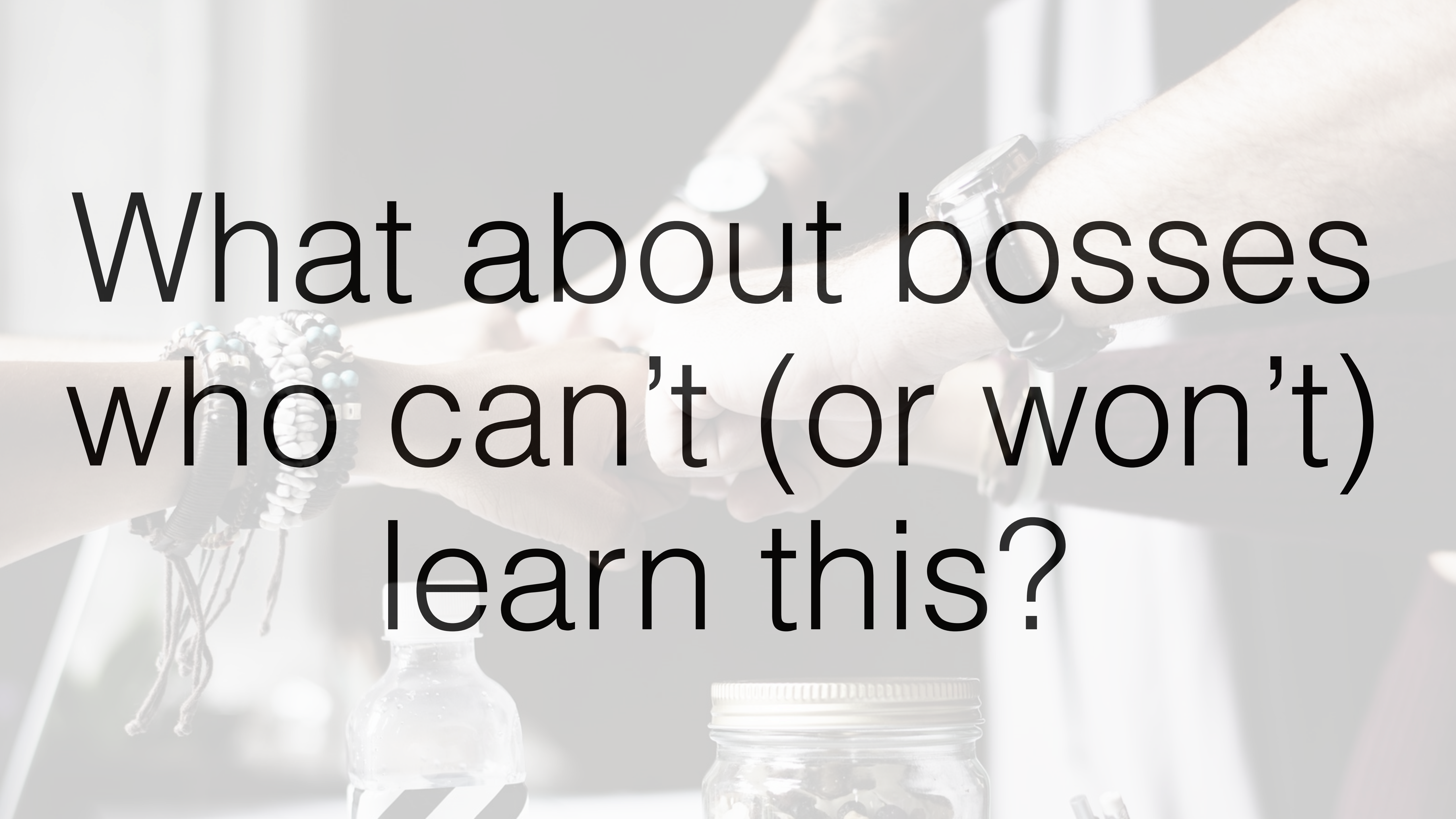


How **NOT** to give
positive feedback

Fake
Sandwich model
Rewards

The problem with rewards

Put the focus on the reward,
not the feedback or the
actions that earned the
feedback.



What about bosses
who can't (or won't)
learn this?



Positive feedback is incredibly **important** - and incredibly rare.

It takes no time and costs no money. It does take **practice**.

Managers can (and must) **learn** to do it.



More information



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Thanks

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