



Praise Feedback Scenarios

Read the following scenarios and practice what you would say. Use the feedback formula (Action-Result-Expectation-Next Steps) to guide your response, remembering not to sound formulaic or rehearsed. Remember when you give any type of feedback you want to connect it to the person's goals, values, and other areas they care about.

Scenario 1

The end of the fiscal year is approaching, and your team is busier than ever. Unexpectedly one of your staff has a family emergency and will be out indefinitely. Without skipping a beat, one of your other staff steps in and takes on extra work to make sure everything gets done. What do you say?

Scenario 2

You are preparing for end of the year performance reviews. One of your staff improved all their metrics from the previous year. You are interested in gauging their interest in being promoted to a supervisory role. You want to make it clear how capable you think they are and how much you appreciate what they offer to the rest of the organization. What do you say?

Scenario 3

You had an uncharacteristic number of staff leave your team this past year. Thankfully, it was not the result of poor culture or morale. One retired, another moved overseas and yet another was transferred to a different branch. You have been busy hiring and orienting the new team members. Without asking, one of your staff has really stepped up to welcome and support the new staff. They have been instrumental in making this transition a success. What do you say?

Scenario 4

One of your staff consistently meets all their expectations and does so with a positive attitude. They seem content doing what they currently do, and they do it well. Consistently and effectively. You really appreciate them and want to let them know. What do you say?

Scenario 5

You have a limited amount of money in your budget for raises this year. One of your staff clearly has been your strongest performer and deserves some of the money if not all of it. They are the backbone of your team, and you cannot imagine what you would do without them (nor do you want to!) What do you say?