

## PURPOSE AND STEPS

# “APPRECIATION”

### purpose

To understand the purpose, importance and value of providing appreciative feedback to each other.

### suggested steps

1. Schedule your monthly follow-up conversation with your team to share the observations/learning about **Mood Elevator** and to introduce **Appreciation**.
2. Read the **CONCEPT OVERVIEW** and share this and/or the video with your direct reports.
3. Prepare for the **Appreciation** conversation by preparing your story and reviewing the **CONVERSATION GUIDE**.
4. Before you engage your team check your own **Mood Elevator** - if your **Mood Elevator** isn't above the center line - utilize the express button on the **Mood Elevator** by thinking of some areas of your life (people, processes, experiences) you are grateful for.

## CONCEPT OVERVIEW

# “APPRECIATION”

Appreciation is the glue that holds teams together. Our core values of reverence and compassion leads to an atmosphere where people are recognized for the things they do well.

What is the value in recognizing others for what they are doing well? Imagine for a moment teaching an infant how to walk. What if we focused our attention on the falls or the missteps, instead of enthusiastically applauding the small signs of progress? How successful would the baby be? With children, we catch them doing something right and then we applaud. The same principle applies with grown-ups.

Showing appreciation gives everyone a foundation for putting forth their best effort. Not only do people perform better in an environment of appreciation, but they also feel more fulfilled.

# “what I appreciate about you is...”

## PREPARATION

# “APPRECIATION”

**Before meeting with your team to talk about appreciation, pull recognitions that your team has sent/received for doing the right thing (Kentucky One Recognition Program, Patient Satisfaction Survey Feedback, Comment Cards, Emails, etc.)**

**If there hasn't been any recent recognition, think back to some recent examples of employees peer checking and appreciating others doing the right thing and send them a recognition. Bring these recognitions to the session with your team.**

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# CONVERSATION GUIDE

## SHARING – MOOD ELEVATOR

1. **Say:** Share with a fellow employee what you have observed/learned about being aware of your **Mood Elevator** and its impact on your work environment since the last meeting.
2. **Ask:** Who would like to share an example with the larger team?
3. **Ask:** How can being aware of your own **Mood Elevator** help you positively impact what you do every day?
4. **Appreciation:** Who have you seen “Being Aware of their Mood Elevator” since our last discussion?

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# CONVERSATION GUIDE

## INTRODUCTION: APPRECIATION

1. **Share appreciation with team: I'd like to start practicing right now by sharing some appreciation. "What I appreciate about this team is..."**  
(offer appreciation to the team as a whole).

**Ask:** How did that feel? What was the feeling in the room?

2. **Read: the CONCEPT OVERVIEW – Appreciation.**

3. **Say: Please take a minute to offer appreciation to at least two people you work with regularly. You can start by saying, "What I appreciate about you is..."**

**Ask:** How would offering more appreciation to each other help us always provide safe and quality service?

**Ask:** How would offering appreciation for those who peer check help us always provide safe and quality service?

**Ask:** What would showing appreciation to our patients, their families/loved ones, physicians, visitors, and each other look like?

4. **Present the application assignment: Until our next meeting, practice offering appreciative feedback with your fellow employees, to our patients, their families/loved ones, physicians, visitors including utilizing the KentuckyOne Health Recognition program. Come prepared to our next meeting to share some examples that you've observed.**

5. **Thank the team for participating.**

# Tips for Appreciation:

- **Be specific**
- **Be timely**
- **Ask the person how they prefer to receive appreciation**

## TO DO:

1. **Send a recognition to those noted above.**
2. **Share a success story that others would benefit from hearing with your Master Champion.**