

PERFECTING THE 'THANK YOU' NOTE

While sharing any authentic and genuine appreciation is better than none at all, there is a formula that works better than others as we look to recognize people we care about for going above and beyond.

A successful recipe for recognition should be:

- 1) Personal:** There is nothing worse than going to the mailbox to see a letter addressed to 'resident'. Ensure that your note is written to someone by name
- 2) Specific:** Instead of being general and noting that someone did a good job, say, last week, share what was it about the work they did last week that prompted the note or recognition
- 3) Frequent:** Giving recognition even once is better than not at all but frequent recognition is best. Aim to have people on your team recognized *at least* once per month.

Now that we know a little more about our recipe for recognition, let's put it into practice:

To: _____

Thank you for _____

(specific action or actions), _____

(why that action stood out to you) _____

(how it made you feel) _____

(one thing you appreciate about them most) _____

