



DISNEY'S APPROACH TO SELECTION, TRAINING & ENGAGEMENT

Tips to Recognize Employees

If you don't appreciate, respect, and encourage those you lead, they'll give you only halfhearted effort or, worse, sabotage you or leave you high and dry. Great leaders know that and they look for opportunities to give out the free fuel of appreciation in an authentic, specific, and timely manner.

The following tips will help you find those opportunities and follow through on them.



Tip #1

Spend meaningful time with employees.

You'd be surprised how much it means to people when their leader chooses to be with them - not looking over their shoulders, but helping them, getting to know them, asking what they think and feel, and simply enjoying their company. Employees know how valuable your time is, so if you spend some of it with them, they figure they must be pretty valuable, too.



Tip #2

Recognize employees by name.

You'll see a difference in your employees when you recognize them as individuals. Don't underestimate the emotional impact of calling someone by name.



Tip #3

Catch them doing something right.

Train yourself to notice the right stuff, not just the wrong. And when you see it, reinforce it quickly - immediately, if possible - because the smaller the gap between the behavior and the appreciation, the stronger the message. Make the feedback specific; let people know exactly what they're doing right. A generic "Thank you for your help" is not as powerful as "You did a great job organizing that meeting on Friday, and I really appreciate the effort that went into it."



Tip #4

Make appreciation, recognition, and encouragement a natural part of your routine.

Keep in mind the four expectations of all employees as you interact with your people.

- Make them feel special.
- Treat them as individuals.
- Respect them.
- Make them knowledgeable.

If you can make this a natural part of your behavior, the workaday world will transform into someplace special - and you'll be recognized as an inspirational leader who cares.