

The Online COACHING CENTRE

Workshop: *emotional intelligence*
Module: *#22 – Creating a caring environment by...
 learning how to say thanks*

Coaching

Emotionally intelligent people create caring environments by being appreciative. They say thank you.

Giving thanks energizes others by noticing and recognizing good performance. Emotionally intelligent people are liberal with expressions of appreciation and they take the time to make it personal and appropriate.

People respond to sincere recognition and honest appreciation. Only highly self-directed people have enough internal resources to keep performing at optimal levels without feedback. Most people are dependent on responses they get from their superiors. Employees often leave jobs because they feel unappreciated even when the reverse is actually true.

Building a thank-you culture begins with three steps.

1. Give frequent and personal feedback:
 - Timely feedback feels more genuine to the receiver than formal recognition later on;
 - Make the recognition specific to the person and the task accomplished.
2. Express yourself:
 - If you notice something worth praising, don't be shy, express yourself;
 - Unexpressed positive thoughts are useless;
 - Start to make this a habit; it will soon begin to feel natural to praise.

3. Notice the response to your positive feedback:

- Appreciation energizes people and makes them eager to do more;
- The results of an appreciative environment are long lasting

Mentoring

Consider a group of people who you work with. You may be their leader or a colleague.

1. Feedback:
 - Do you agree that giving frequent and personal feedback will increase motivation?

- Have you seen evidence where timely appreciation increased morale or a delay hurt morale? Describe the situation.

2. Appreciation:

- Are you good at expressing appreciation?
- Why do you think that is?
- Are you ever inhibited about showing appreciation? When and why?
- Can you see an opportunity for you to show more appreciation? What is it?

3. Response:

- Have you ever noticed the way positive feedback increases motivation? Describe the situation.

About the OCC

The Online COACHING CENTRE (OCC) is LAWPRO's innovative online education tool. It lets you quickly and easily enhance a variety of "soft skills" that not only help you survive and thrive, but also help reduce malpractice claims.

The OCC is entirely Web-based, allowing lawyers across Ontario to use it at a time and place convenient to them. It is organized into six workshops, each of which contains approximately 25 learning modules, such as the one profiled on this page. Modules encourage self-teaching and self-evaluation; answers you provide when working in the modules should be saved for review at a later time.

To access the OCC, go to www.practicepro.ca/occ