

A Leader's 3 Most Powerful Weapons

Appreciation, Affirmation, and Encouragement

APPRECIATION	AFFIRMATION	ENCOURAGEMENT
<ul style="list-style-type: none">• Past• "You did it."	<ul style="list-style-type: none">• Present• "You are doing it."	<ul style="list-style-type: none">• Future• "You can do it."

APPRECIATION

Appreciation is expressing thanks for something someone did in the past.

- Catch people doing something right.
- Make the positive feedback specific.
- Let them know why it mattered.
- Unexpressed gratitude is interpreted as ingratitude.

"Feeling gratitude and not expressing it is like wrapping a gift and never giving it." - William Ward

AFFIRMATION

Affirmation is letting someone know what they are good at.

- Affirmation means 'to make firm'.
- Affirming positive behavior means you will get more of it. You are making the behavior 'firm'.
- Let others know their gifts and strengths. They often don't see it themselves.
- Give others the 'gift of confidence'.

"The greatest good you can do for another is not just share your riches, but to reveal to him his own." - Benjamin Disraeli

ENCOURAGEMENT

Encouragement is letting someone believe in them and their abilities.

- Encouragement means 'to give courage'.
- Move people slowly out of their comfort zone.
- Move people closer and closer to their potential.
- Under-challenged employees begin to put in time or look somewhere else.