

Customer Service Notes for *The Power of Positive Feedback*

All of us like to be on the receiving end of positive feedback. For WIC staff, providing positive feedback to participants, when deserved, can strengthen your relationships.

While it is fine to say, “You did a nice job with Johnny’s diet,” it’s even better to be more specific and say, “You did a nice job with Johnny’s diet. I liked how you were creative with your recipes so that he ate more vegetables.” Your praise should be detailed and relevant.

Below are some sentence starters you can use when providing positive feedback.

1. “You really made a difference by...”
2. “I’m impressed with...”
3. “You got my attention with...”
4. “You’re right on the mark with...”
5. “One of the things I like most about you is...”
6. “You can be proud of yourself for...”
7. “We couldn’t have done it without your...”
8. “What an effective way to...”

Also provide positive feedback to your co-workers. Again, be as specific as possible. For example, you might say to your colleague Luisa, “I’m impressed with how you added some history on that participant in the Notes section of our database.”

You might just make the day of your participants and co-workers when you take time to provide them with positive feedback!

Questions for Reflection:

1. Do you look for opportunities to provide positive feedback to participants and co-workers?
2. Is your feedback specific and timely?

