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# PHRASES THAT RETAIN

One of the best and simplest ways to retain people is to let them know you appreciate them. Your appreciation should be expressed in person, should be timely and most importantly, it should be specific. Employees that feel appreciated are significantly less likely to look for another job.

If you are not already in the habit of dishing out praise, schedule it! Use your planner or email calendar to schedule reminders for feedback. Mark each week for one team member and be on the lookout for opportunities to recognize that person. You can continue to schedule praise until recognizing in this way becomes a good habit. It's a good idea to continue scheduling recognition to make sure you distribute praise fairly across all team members.

Praise is most effective as a retention tool when it is detailed and specific. Acknowledging good performance using specifics shows that you are paying attention and that you value the unique contributions of those on your team. Instead of telling one of your team members "Hey, you are doing a great job," try "I'm impressed with how you've gone out of your way to make your patients more comfortable," or "One of the things I enjoy most about working with you is how positive you are. You always have a smile or word of encouragement for the rest of the team."

Here are some phrases that will help you keep your praise specific:

- " I was really impressed with..."
- "You are really skilled at..."
- " I noticed you really went out of your way to..."
- "You can be proud of yourself for..."
- "You're really doing excellent work on..."
- "We couldn't have accomplished (project or goal) without your contribution."
- "You've made my day because of..."
- "One of the things I really like about working with you is..."
- "You set a great example by..."
- "I can tell quality is important to you because of..."
- "You made a difference by..."
- "You really went out of your way by..."
- "What a great way to.... Can I share that with the team?"
- "Thank you for your great idea on..."
- "You really showed leadership by..."
- "That's a really effective way to..."
- "You really shine when you..."
- "You've really shown your commitment to (corporate value) by..."



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