Celebrating success – noticing, appreciating and giving feedback

Celebrating success is one of the simplest ways to keep teams engaged and motivated. Staff who feel appreciated are more likely to remain engaged and work effectively. We have all heard the expression 'success breeds success'; teams that focus on and celebrate success create more success - it becomes part of the culture - the way things are done. Staff want to work in successful teams and celebrating reminds them of this.

One of the easiest ways of celebrating success is by first, noticing and appreciating the good things that people do every day, and then, taking the time to acknowledge this and thank them in person.

How do I give effective feedback for good practice?
Good feedback should be:

1. Specific - rather than just offering praise, be specific with your feedback, telling the person exactly what they have done well e.g. I saw you really listening to that patient

2. Based on observation – base your feedback on what you have seen, heard, noticed or appreciated rather than your interpretation of a situation e.g. 'I saw', 'I heard' rather than 'I think'

3. Straightforward and sincere – if you want the person to clearly hear the feedback, it is important to get to the point quickly, and to avoid giving mixed messages e.g. 'I saw you do *that* really well, but you also need to do *this*'

4. In person – feedback is most effective if it is given person-to-person. You could always follow this up with an email or a thank you card so that people have something to keep in their portfolios

5. Timely – to have the biggest impact, feedback should be given as close to time of the event as possible

6. Regular – informal, simple feedback should be given regularly

The following model offers general guidance for giving positive or development feedback.

BOOST Feedback Model
Balanced: focus not only on areas for development, but also on strengths
Observed: provide feedback based only upon behaviours that you have observed Objective: avoid judgements and relate your feedback to the observed behaviours, not personality
Specific: back up your comments with specific examples of the observed behaviour
Timely: give feedback soon after the activity to allow the learner the opportunity to reflect on the learning

You may also like to watch the following short video: https://vimeo.com/44372998.