

## ***THIS IS GOING IN YOUR FILE!***

How many times have those words filled our hearts with dread? First, when the teacher or principal said them, then when the boss said them. Why? Because the dreaded "file" is usually filled with the things we did wrong.

Why not fill your employees' and co-workers files with the things they are doing right? You already know (hopefully) to verbally thank them when you catch them doing a great job! Don't stop there. Write them up!

Need a reason to "write an employee or co-worker up" aside from reaching numerical goals? Here are a few:

- 1 - He went out of his way for a customer
- 2- She always comes to work with a smile on her face and a positive attitude
- 3- He helped out another co-worker
- 4- She came up with a brilliant idea for outstanding customer service
- 5- He stayed late to work on a special project
- 6- She came in on her day off when you really needed someone
- 7- Customers are always complimenting him
- 8- She gives consistently good service to customers, even when it's not easy.
- 9- The list could go on and on and on.....

Why write it up and put the good stuff in their file? Because, when it comes time to give your evaluation, you'll have a lot of SPECIFIC written reminders about the wonderful actions your employees take, as well as the areas where they need to improve.

The more specific you are about why they are doing a good job, the more meaningful the evaluation.

Why write up a co-worker? Because, the truth is we all depend on each other in order to get our jobs done effectively. You can put a smile on your co-workers face by letting them know that you notice the difference they make.

Go ahead! Make someone's day!

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