



“Every man I meet is my superior in some way. In that, I learn from him.”

Ralph Waldo Emerson

Dale Carnegie teaches that we are to give honest and sincere appreciation of others if we want to influence them so that they WANT to help us with our work.

- When the other person feels valued, respected and important it helps them feel closer to you, and naturally they are more likely to want to work with you to help solve your problems.
- As you look for (and find) these things it also begins to change the way you see them. This improves your relationship, your energy at work and your overall productivity.
- As you look over the list below, imagine that someone you work with noticed an area where you do a great job and they pointed it out. *How would that make you feel?*
- Do not flatter them. It will backfire!
- Do not lie! They will see through it!

Tip Sheet:
What to say to give
“honest and sincere” appreciation

We help geeks Communicate, Delegate, Manage Conflict & Plan Well

Tom Cooper
Principal Geek

Here’s a list to get you started

What they are good at:	What you can say
Seeing the big picture	<i>“I appreciate you for the way you see how things fit together. I like the way you can see the big picture and how our work fits in.”</i>
Getting the details right	<i>“I’ve noticed that you’re good at catching those all-important details. You really help keep us on track and make sure that the quality is right.”</i>
Staying on time	<i>“I think that it’s great that you are so skilled at getting work done and keeping us on the right schedule. It’s so easy to have meetings run over, and you are good at making sure we’re keeping our promises when it comes to being on time.”</i>
Customer focused	<i>“I appreciate you for the way you care so much about the customer’s point of view and want to meet their needs. Sometimes it’s easy to forget that when we get overwhelmed with all the things on our to do list. Thanks for reminding us of that point of view.”</i>
Business value focused	<i>“I like the way you help us make sure that we’re delivering business value with our work. You are really good at keeping track of costs and benefits, and refocusing our work on what we’re really here to do for the company.”</i>

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Politically savvy	<p>This is a sensitive one - many times geeks think “That’s just BS that distracts from the important work.” It’s not. Politics allow you to have the budget, team members and time to do the work you love. Having skill in this area assures you that you’ll be able to do the work you love.</p> <p>Here’s what to say: <i>“I appreciate you for the way that you really understand how things work around here - who to talk to for support, how to avoid problems and making sure that we are positioned to get what we need to do a great job.”</i></p>
Good at communicating bad news	<p><i>“I admire the way that you always seem to know what to say when we need to communicate bad news. I’ve been watching and I’ve seen several times where I was sure that a customer would be really ticked off after a meeting, but you got them calmed down and on the same page with us. You’re good at that.”</i></p>
Helping the team work as a team	<p><i>“I love the way that you are so friendly and make people feel valued. That makes this team a much better place to work, and I’m learning from you and your example how I can do a better job of that myself.”</i></p>
Making sure that everyone is on the same page	<p><i>“I have noticed that you do a great job of making sure that we all have up to date information about what’s going on here. It’s great to work on a team where communication is handled so well.”</i></p>
Clearly seeing “the problem” and putting it into words	<p><i>“You are really good at seeing through the cloud of data to find the root cause of issues. I enjoy watching as you bring things into focus and help us as a group begin to work on the most important things that really get us results. That’s impressive.”</i></p>

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What they are good at:	What you can say
Coming up with creative solutions	<i>“I appreciate you for the way that you don’t get stuck by the way we’ve always done things - you come up with lots of ideas and new approaches that can lead to innovative and elegant solutions. Even when we sometimes are frustrated by having our thinking challenged, we are better for it. Thanks for doing that.”</i>
Working with other teams or team members	<i>“I think that it’s terrific the way that you look for ways to seek out the right people to be on the team, and then help them feel a part of the overall goal. When you’re on the project, we have more energy and fewer conflicts. That really makes the work environment so much better.”</i>

- Also, don’t forget that people love to share what they are good at and how they do those things well.
- Ask them to *help you learn* how to do that better - ask them for the tips, tricks, templates or systems that they use to help keep them on track.