

# INSPIRE

## On Leadership

Spring 2021

### Thank Your Employees for Doing Their Job

I know what you're thinking!

Why should I thank my employees for doing their job? That's what they get paid to do.

Yes, and.

Yes, and we have learned that employees perform better when they feel appreciated, noticed, acknowledged, and not invisible.

Many leaders are willing to point out to their employees when they are not doing their job or are otherwise off track: when they fall below expectations, miss a deadline, mishandle a customer concern, look sideways at an employee, take too many liberties with flex time, use up PTO too early in the year, take too long to answer emails, cut people off mid-sentence, or fail to help an overwhelmed team member.

You get the idea.

So what about the times when they don't miss a deadline, handle a customer concern brilliantly, work

extra hours to ensure the job is done, let PTO go unused, answer emails efficiently and professionally, show regard for everyone around them, always be the first to put up their hand to help. What about that.

How about making it a specific point to reach out to these employees—these reliable, never-let-you-down employees—and let them know you notice.

"Hey, I want to take a moment to tell you I appreciate you. I notice you. You're here. Every day. Doing the work I and we need you to do. You're on time. You help others. I can count on you. I simply want you to know I notice it, and I appreciate it."

Too often we simply leave these people alone. They know I appreciate them. I don't have to tell them.

Do them a favor.

Tell them.

*Aleta Norris provides an ongoing column on developing better leadership skills. She is a leadership expert and Principal at Living as a Leader LLC.*

