

FINAL – THURSDAY 2ND MAY 2013 – 9PM

JM

Hi everybody, my name is John Mulreid.

I hope you enjoyed that short video on paying compliments by Allan Pease.

Interestingly enough Allan was originally a musician, who became a life insurance salesman, and then started a career as a speaker and trainer in sales, and is now an expert in body language and communication skills.

As you saw in the video it is easy to pay a compliment to somebody however it is equally as easy for the person receiving the compliment to “throw water on it” therefore you need a structure.

Let’s recap on the structure provided;

There are 4 steps you need to remember when paying a compliment.

Step 1 – Say the person's name.

Step 2 – Tell them what you like.

Step 3 – Tell them why.

Step 4 – Ask an open-ended question.

For example – John...

(PAUSE)

Earlier I saw you helping the newest member of our team Michael.

(PAUSE)

He'll always appreciate that and it's a great example of teamwork.

(PAUSE)

How is Michael settling in?

(PAUSE)

Ok... Why would you use this?

(PAUSE)

The majority of us give and receive compliments on a daily basis, however we have seen the importance of having a structure to work with.

So the next question is why you would use this tool, and what are the benefits?
(PAUSE)

Research shows that a person is **more engaged** and **more connected** to their work when they feel recognised.

By paying a compliment to a colleague in a work context you are;

- **recognising their efforts**
- making the person feel that they **have been given valuable work** to do
- and finally that **the work they do is valued by you their manager**

Providing compliments is just one of the many ways to improve engagement and the working environment.

(PAUSE)

The next item I want to talk to you about is the booklet '30 tips to a better work environment', which each of you received a copy of during the two day programme in March.

Don't worry if you can't find it, a soft copy is available on your My Development account.

(PAUSE)

This document was produced **by** people in FBD, **for** people in FBD, with a view to improving the overall work environment.

(PAUSE)

Let's take a look at one example in relation to "Recognition".

And really, this couldn't be easier.

Just remember to say... thank you.

And on that note... a special thanks to "the Claims Department Great Place to Work" team for producing this document and sharing it with us.

Although the 30 items listed are quite obvious and in most cases we take them for granted, it is no harm for us to practice at least one of these tips every day.

As we discussed on the management programme, your own mood and behaviour, the minute you step foot in the office in the morning, sets the tone for the rest of the day.

(PAUSE)

So use the 30 tips to remind you of the simple but positive ways in which you can improve the working environment.

And remember...

Tip 2...

Smile!