The ABC of appreciation

**Action**
This is what you said or did
- Tell the person what they did, give facts, be specific
- I noticed, I observed, I have had reported to me

**Benefit**
The positive impact it had
- The effect their actions had on patients / colleagues
- Talk about the behaviour, not the person

**Continue**
Thanks and keep it up!
- Genuinely congratulate
- Ask them to keep doing it

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