

ACT WITH TACT

This tool is very useful in giving feedback to children and adults, in addressing goals or behaviour. It is a tool used by managers to give performance feedback to employees. In doing this, you are making a “positivity sandwich”. You are using the power of Virtues Language.

APPRECIATE, CORRECT & THANK

1. First, tell the individual about qualities and behaviors in them that you **APPRECIATE**, naming their Strength Virtues.

“We appreciate your reliability in coming to work on time. You are creative in solving problems. You are excellent in relating to customers, who respond well to your friendliness.”

2. Then, tell the person what you feel needs to **CHANGE** or be **CORRECTED**, naming their Growth Virtues.

“You need to work on your sense of **UNITY** with other team members, to share credit when it is **FAIR** to do so, and consult your colleagues more often. Also, you need to be more **TRUSTWORTHY** in getting your monthly reports in on time.”

3. Finally, save some of the best for last by **THANKING** them for what you most appreciate. End on the positive!

“Your enthusiasm is one of your greatest qualities. You have such an engaging way about you. You are one of our most excellent and successful sales people.”

