

## How to Give Positive Feedback

*Reinforcing standards without hype, fluff, or false praise.*

## Why Positive Feedback Matters

Feeling good about your work matters. The difference is that confidence lasts longer when it's built on something real. Positive feedback isn't about motivational speeches or pumping people up. It's about **clarity**. When leaders give grounded, specific feedback, people know:

- what matters
- what “good” actually looks like
- what to repeat

When leaders don't, teams guess—or stop trying to stand out.

## What This Is Not Meant to Be

This guide is not about:

- empty encouragement
- “great job, everyone” speeches
- inflating confidence without substance
- lowering standards to feel supportive

People don't need hype—but they do need to feel seen. Credible reinforcement does both.

## The Moreno Approach to Positive Feedback

Good positive feedback does three things—no more, no less.

### 1. It names the behavior

Not the person. Not the attitude. The *action*.

“You stayed calm, followed the process, and communicated clearly.”

Specific behavior = repeatable behavior.

### 2. It explains why it mattered

This is where feedback gains weight.

“That prevented escalation and kept the rest of the team focused.”

If it didn't matter, it shouldn't be praised.

### 3. It ties directly to standards

This separates leadership from cheerleading.

“That’s exactly the level of professionalism we expect.”

You’re reinforcing expectations—not handing out gold stars.

#### What It Sounds Like When Done Right

“You stayed calm, followed the process, and communicated clearly. That prevented the situation from escalating and kept the team steady. That’s the standard we expect.”

No hype. No exaggeration. Just clarity.

#### When to Give Positive Feedback

Close to the moment (don’t wait!)

When behavior aligns with expectations

When someone does the *right thing*, not the *flashy thing*

*Consistency matters more than volume.*

#### What to Avoid

“Great job” with no explanation

Praising effort that missed the standard

Saving positive feedback only for top performers

Waiting for formal reviews

Positive feedback loses credibility when it’s lazy or rare.

#### Leadership Reality Check

People repeat what leaders reinforce.

Silence is often interpreted as disapproval.

Praise tied to standards builds confidence without entitlement.

Strong leaders don’t hype—they clarify.

#### Bottom Line

Positive feedback isn’t about making people feel good. (That’s a side effect.)

It’s about showing them when they got it right—so they can do it again.