

C.A.R.E. Worksheet

<p>Convey reason – Why are you giving this feedback? Examples:</p> <ul style="list-style-type: none"> • Reinforce impact of their strong performance. • Make sure the person knows I’ve seen improvement in areas we’ve discussed. • Encourage them at a time where they may feel discouraged. 	
<p>Acknowledge – What are the specific behaviors and positive impact? Examples:</p> <ul style="list-style-type: none"> • Handling a difficult project, deadline, or interpersonal situation. • Putting in extra effort. • Coaching other team members during a busy season. 	
<p>Reinforce the impact – How do the behaviors/actions connect to team goals and/or agency values and mission? Examples:</p> <ul style="list-style-type: none"> • Demonstrating respect with an angry coworker or customer. • Modeling inclusion and equity with sensitivity. • Using Lean principles and behaviors to make improvements. 	
<p>Express – How will you express sincere appreciation? Examples:</p> <ul style="list-style-type: none"> • Maintaining good relationships with vendors, employees, and customers. • Showing others how we live our values. • Helping the department reach important goals. 	

Tips on expressing sincere appreciation

1. Be honest, concise, and genuine.
2. Think about asking your team and peers:
 - a) What would feel most important to them in receiving appreciation?
Efficiency? Excellence? Helping others? Strength in detail?
 - b) What’s the best method to use?
Private vs. public? Written vs. spoken?