

## How to conduct a “good job” tour

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If you’re a middle manager interested in making sure you and your boss can be a positive influence on your workers, it’s always a good idea to conduct occasional “good job” tours. In order to do this, you must know each person’s accomplishments.

Daily and/or weekly observations and interactions with your people can help you learn quite a bit about them. The boss, however, due to more overarching commitments, may not have the same degree of interaction with workers as you; therefore, you should create an opportunity for him or her to get out and learn about and commend your people. “Good job” tours are a perfect way to do this.

Before the tour create a 3” x 5” index card write-up for every person. On the card write a one- or two-line report of some achievement or contribution,

business-related or personal, that the person has made. Use the cards as cue cards for the top boss so that he or she can personally and specifically thank and/or compliment each person.

Don’t fall into the mindset that not every person will have a card because they haven’t achieved or accomplished anything. That notion is false. Everyone, in some way or another, at work, at home, or in their community, has done something. They may have improved a process at work, earned a college degree at night, or maybe they are actively serving as a scout master or church leader. Some people volunteer to serve food at homeless shelters, participate in a book club at their local library, or own season tickets to their favorite sports franchise. The point is everyone has something they do or are passionate about. Find out what it is and compliment them. In fact, I recommend you put one work-related achievement

and one personal accomplishment on the index card. People like feeling valued as an employee and as a person.

Everybody wins on a “good job” tour. The top boss will enjoy the natural and positive interaction with your people, and he or she will be more informed for sure. Your people will love the recognition and will be more motivated knowing they are appreciated. And they will certainly gain a greater appreciation of you as their leader. All of this will lead to a greater chance for success, both for them and the organization.

Lastly, you don’t have to advertise that you make index cards about them. Just pay attention to them, get to know them, talk to them, and take note of their accomplishments. Only use these cards with the big boss. Update them occasionally and store them in a private and secure place.

~ The End ~