

GOOD “THANKS” COME IN THREES
(EFFECTIVE POSITIVE FEEDBACK)

*Turn a simple thank you into a more significant recognition
through this simple three-step method*

1. Make your usual remark.

“You handled that situation well, Sally”

2. Be specific about why it was positive

*“The participant was obviously confused about the lane stripe colors
and you explained it slowly and carefully.”*

3. Tell the impact

*“Your caring patient manner makes our participants feel
comfortable raising questions which enables them on
learn important safe driving methods – and in the end,
that can save lives.”*