

Metro North Health CULTURE & ENGAGEMENT



Recognition conversation tips

Purpose

To reinforce positive behaviours and build a culture of appreciation aligned to Values in Action (ViA).

Values-based recognition structure (30–60 seconds)

1. **Name the person and the behaviour:** *“I want to recognise you for demonstrating Compassion today.”*
2. **Describe what you observed:** *“I noticed you took time to support a patient who was distressed and ensured their family understood the plan.”*
3. **Link the behaviour to the ViA value:** *“This really brought our value of Compassion to life.”*
4. **State the impact:** *“It made a huge difference to their experience and modelled great care for the whole team.”*
5. **Express genuine appreciation:** *“Thank you, this is exactly what helps us build a positive culture.”*

When to use

- Team meetings
- Handover huddles
- One-on-one catchups
- Emails or written acknowledgements
- Staff Shout Out Portal submissions

Quick recognition prompts for leaders

- *“A behaviour I appreciated this week was...”*
- *“You lived our value of _____ when you...”*
- *“The impact of your action was...”*
- *“This behaviour supports our Team Charter because...”*