

# POI Training Follow-up Tip #4

## *Reciprocity*



### ***Give a little, get a little***

People often feel obligated to give back what has been given to them. Giving the gift of attention, respect, and understanding to coworkers and to clients can go a long way. Think about how you can give these gifts:

- **Full Attention:** When you're distracted by the computer, phones, or scheduling, people might feel like they don't matter. Take a moment to stop what you're doing, put away distractions, and provide your full attention. Everyone wins!
- **Recognition:** Doesn't it feel great to get caught in the act of doing something right? Point out the positives in others and find creative ways to recognize a job well done.
- **Kindness:** Consider rewiring negative thoughts and attitudes about peers and clients and give them the gift of understanding and kindness. Life is stressful enough as it is, and everyone can benefit from being a little nicer. Start with small acts of kindness like opening doors, carrying bags and smiling genuinely.

By giving these gifts, you'll start to notice these gifts will be given to you in return. It will make your job easier and more fulfilling.



*“Every time you smile at someone, it is an action of love, a gift to that person, a beautiful thing.”*

**-Mother Teresa**



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