

## **Up Your Acknowledgment to Grow Your Downline**

By Caterina Rando, MA, MCC

In one of my trainings, there was a woman Sherry, who was frustrated. She said she was doing a decent job of managing her business and her life. Her problem she stated was her husband and her teenage son. She continued, "They don't listen to me, they do not seem to notice all that I do for them, and they never help out.

In business or at home, it is easy to point the finger at other people and say that they are our problem. However that is a dead end place to look. We cannot control other people and we will waste a lot of energy and give ourselves some grief when we try.

If Sherry wanted things to be different at home she had to find a way within her control to create change. Knowing that demanding rarely works, and begging is too demeaning to use on a regular basis, I suggested Sherry try acknowledging her husband and her son. That every day she find one thing to acknowledge about her husband and one thing to acknowledge about her teenage son. She thought the idea was ridiculous.

I pointed out that usually she is focused on what is missing "You never help with dinner", "you forgot to take out the trash", "Who's socks are these on the floor?" Desperate for more harmony at home, she decided to try the experiment.

Everyday she looked for one thing to acknowledge these individuals for. At first she said it was hard. Soon it became easier, and soon after that she noticed more interest in helping from her teenage son, more closeness and connection from her spouse.

After the first week Sherry committed to continue this daily practice indefinitely. A few weeks later at dinner her family was laughing and conversing, Sherry was overcome emotion, her family were enjoying each other and being together in a way they had not before.

By forcing herself to focus on what is going well and acknowledging her spouse and son, Sherry began to increase her awareness of all the large and small things that were good in her household. She stopped having any interest in nagging and herself started to communicate with more compassion.

Appreciating the acknowledgment and noticing the shift to a more compassionate place Sherry's spouse and son wanted to be closer to her and give her more support.

Don't confuse a compliment with an acknowledgement. Compliments are usually about someone's looks or what they are wearing; "nice tie", "that blue shirt brings out your eyes", or "that is a beautiful dress," are all compliments. An acknowledgement focuses on someone's behavior or character. "Thank you for getting me that report on time." "I appreciate you taking the time to meet with me," or "It means a lot to me when you, help me clean up." These are all acknowledgements.

When acknowledging people be specific, do simply tell people they did a good job or they are a valuable member of the team. Tell them why. A few examples of acknowledgments in a professional setting are: "You always so effective leading the meetings," "I really value your opinion," "great job on that project, you really used a lot of creative problem solving."

Every woman with a business needs support from her family. If you are not getting all the support you need at home start by acknowledging what is working, then start to do the same with everyone on

your team and pretty soon you will see that you are more supported at home, your recruits are more active and your team is growing and growing.

Caterina Rando, MA, MCC, shows women in direct selling how to book, sell, recruit and lead with ease. She is the creator of the Direct Selling with Ease® and Recruiting with Ease® programs and is a contributing author to *Build It Big- 101 Secrets from Top Direct Selling Experts* and *More Build It Big*. To read more articles, listen to business building podcasts and find out about her programs, visit <http://www.directsalescoaching.com>. Caterina can be reached at by email at [cat@directsalescoaching.com](mailto:cat@directsalescoaching.com) or by phone at 415 668-4535.