

Coach and mentor with perfect technique

Exchange spontaneous and regular feedback

Offer fair and balanced **feedback** regularly. [Praise in public, criticize in private](#). Prepare your comments and be [clear and specific](#). This helps everyone understand expectations, acknowledge achievements, learn from mistakes and gain confidence. *You can improve performance by up to 36 per cent by formally reinforcing performance-enhancing behaviour.*¹

¹[Harvard University, Engagement Toolkit for Managers and Leaders](#)

Acknowledge achievements

Take a moment each day to [recognize progress](#). Acknowledge and document the ways UN Volunteers contributed to the team and local community. Recognizing achievements and new skills makes them feel valued. It paves the way for self-realization and transfer of skills in current and future workplaces

Be a coach

Use [GROW](#), a model to guide UN Volunteers. Let UN Volunteers evaluate their own performance and decide, while talking with you, how to better themselves. Support them in making better decisions, overcoming challenges, learning new skills, and progressing in their role.

Support transitions

Ensure a seamless [transition](#) at the end of contract. Recognizing and documenting UN Volunteers' commitment and contributions speak well to your success as a supervisor and as a favourable host entity culture. Meanwhile, a smooth end of assignment is morale-boosting for staff and volunteers in maintaining a positive and productive workplace.