



NOVA

RESOURCE

Making People Feel They Matter

Practical Ways to Increase
Mattering in Your Team

Mattering

Summary of Ideas

Below is a summary of the key ideas generated across the groups.

The inputs from all tables have been aggregated, duplicates removed, and the language refined for clarity. You may not see your exact wording, but every theme raised in the room is represented here.

The ideas fall into practical categories of behaviour that help people feel seen, valued, and significant in their work.

1. Make Contributions Visible

- ✦ Call out specific achievements in team meetings, huddles, or all-hands calls.
- ✦ Explicitly name individuals when discussing successful projects.
- ✦ Connect their work to the wider strategy so they see why it matters.
- ✦ Build on someone's idea publicly and credit them clearly.
- ✦ Share positive feedback upwards so senior leaders recognise their contribution.
- ✦ Use 360 feedback or stakeholder quotes and relay these directly in 1:1s.

2. Give Specific, Evidence-Based Recognition

- ✦ Move beyond general praise ('*great job*') to specific impact ('*If it wasn't for you, this wouldn't have happened*').
- ✦ Provide timely feedback immediately after key moments.
- ✦ Link recognition to measurable outcomes where possible.
- ✦ Reinforce good judgment in the moment to prevent self-doubt.
- ✦ Build recognition into monthly or routine rhythms rather than annual events only.

3. See the Unseen Work

- ✦ Acknowledge side-of-desk efforts and above-and-beyond contributions.
- ✦ Recognise operational or background work that makes delivery possible.
- ✦ Call out effort, not just outcomes.

4. Show Personal Interest and Care

- ✦ Acknowledge life events such as weddings, anniversaries, and personal milestones.
- ✦ Check in when someone is going through a difficult period.
- ✦ Offer compassion and flexibility when circumstances affect performance.
- ✦ Make space for both personal and professional wins in team rituals.



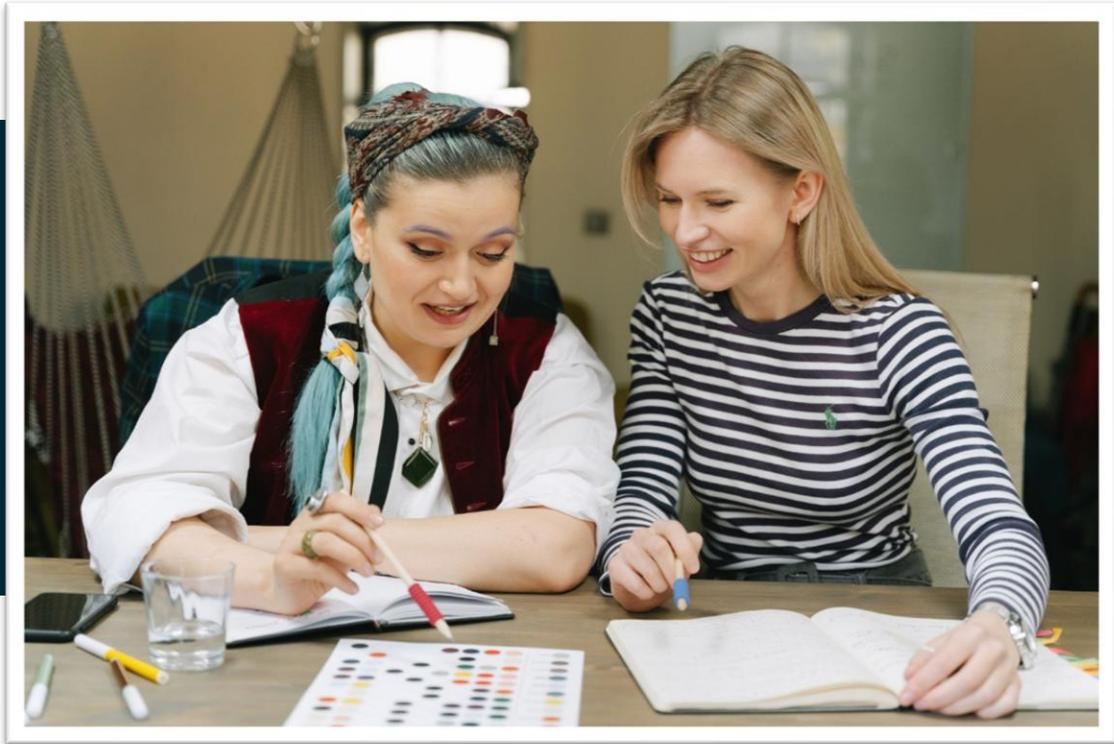
5. Create Belonging Through Small Gestures

- ✦ Invite junior team members for coffee or lunch.
- ✦ Celebrate milestones with simple rituals after major deliveries.
- ✦ Use appreciation cards or small tokens where appropriate.
- ✦ Build gratitude into normal team interactions.

6. Support Growth and Career Progression

- ✦ Have career conversations and help people stretch toward future goals.
- ✦ Advocate for team members when development opportunities arise.
- ✦ Put individuals forward for promotions or visibility opportunities.
- ✦ Provide constructive feedback that supports development.





7. Use the Tools You Already Have

- ✦ Make deliberate use of recognition platforms and internal awards.
- ✦ Nominate peers for spotlight or star awards.
- ✦ Avoid letting systems become habitual or mechanical.
- ✦ Ensure recognition remains authentic, not automated or generic.

8. Be Authentic

- ✦ Avoid formulaic or copy-paste recognition.
- ✦ Do not rotate praise mechanically.
- ✦ Ensure tone and delivery reflect genuine knowledge of the person.

Quick Wins – Low Effort, High Impact

Below is a selection of ideas from the list above that require little preparation, no budget, and minimal time investment, yet can have a significant impact on helping people feel that they matter.

These behaviours can be implemented immediately.

- ✦ Name the person in the room. In your next meeting, acknowledge someone specifically for their contribution.
- ✦ Make praise specific. Replace 'great job' with a clear description of impact.
- ✦ Recognise effort immediately after key moments.
- ✦ Call out the invisible tasks that make delivery possible.
- ✦ Set a weekly diary reminder asking, 'Who have I not acknowledged?'
- ✦ Amplify upwards by mentioning team members by name to senior leaders.
- ✦ Invite a junior or quieter team member for coffee or into a conversation.
- ✦ Acknowledge the person, not just the output, especially during difficult periods.
- ✦ Share positive stakeholder feedback directly with the individual concerned.
- ✦ Build recognition into the rhythm of meetings rather than reserving it for annual reviews.

Most mattering behaviours are not grand gestures. They are small, consistent acts of noticing, naming, and valuing people in real time.



NOVA

RESOURCE

Making People Feel They Matter

Practical Ways to Increase
Mattering in Your Team