

A Leader's Appreciation & Gratitude in a Crunch



5-minutes

- ✓ Thank someone in-person
- ✓ Text a thank you to someone
- ✓ Pause. Take a few slow, deep breaths. Then, think of one thing you are grateful for in this moment.



15-minutes

- ✓ eMail someone a thoughtful thank you
- ✓ Use a handwritten note or a card
- ✓ Use the 'Tell-Your-Boss' technique¹
- ✓ Start a gratitude journal²



30-minutes+

- ✓ Bring in a variety of treats and occasionally deliver them with a thank you
- ✓ Give out small rewards, like a gift card, etc. Be creative!
- ✓ Use the 'Rotating Trophy' technique³

Footnotes on next page.

General Principles for Showing Appreciation

- **Reward Quickly & Frequently.** Reward as quickly as possible after the act or event.
- **Be Specific.** Name the specific behavior or action.
- **Name the Impact.** Connect it to mission, a value, or metric/goal or other positive impact on a person, the team, etc.
- **Do it in Front of Others.** While some people might say they don't like public praise, it goes far. It not only praises someone's action giving positive reinforcement to them; others learn *what* you reward increasing the odds that that type of behavior goes up in others, as well.
- **Be Genuine.** Inauthenticity or even the appearance of it, will be sniffed-out every time! Thoughtful, authentic praise and recognition are best.



Footnotes

1. The ‘Tell-Your-Boss’ Technique

You and your boss collaborate beforehand on this gratitude-reward technique. First, you write a note or send an email to your boss about one of your direct reports or team members—or anyone—you genuinely believe has done something well. Be specific. Then, your boss responds to that individual, either in writing or in person, thanking them for doing such a great job. As a direct report, knowing that my boss told her boss that I did a great job increases the feelings of gratitude and reinforcement. Not only did my boss think I did a great job, she told her boss about it, and then the head honcho herself came and told me, “Thank you.” Wow!

2. Start a Gratitude Journal

As late in the day as possible, but before you’re too sleepy, sit down and write down 3-5 things that you are grateful for that day. After each entry, also write down *why* you think each event happened or *why* you’re grateful for it. Do this for a minimum of 21 days. The technique only takes about 5-10 minutes. I’ve found that couples or friends who do this together and share it, report more profound effects.

2. The ‘Rotating Trophy’ Technique

While you can use an actual trophy for this technique, you can also get creative with it. You can create a certificate, use a stuffed animal, a picture of Superman and/or Wonder Woman, or any item that would bring a smile to most of your team. What do you do with it? At each staff meeting, you award a team member using the techniques on the first page. Then, rotate the ‘trophy’ to someone new at the next meeting. Make it a routine part of every staff meeting. Be mindful to spread the gratitude around to every team member over time. You might want to keep a log if you have a large team (or a bad memory, like me!).

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What you focus on expands, and when you focus on the goodness in your life, you create more of it.

OPRAH WINFREY

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