

## Wroten & Associates November 2011 Leadership Insight

**"Feeling gratitude and not expressing it is like wrapping a present and not giving it." - William Arthur Ward**

In light of the upcoming Thanksgiving Holiday the topic of this month's leadership insight is gratitude. When was the last time you thought about what you are thankful for? Reflect for a moment and think of a time that someone expressed their gratitude to you for something you did, no matter how small. How did you feel? Proud, flattered, pleased, and thankful? Conversely, think about a time that you expressed gratitude to someone. Did you notice their reaction? How it made you feel? Do you and your organization encourage the expressions of gratitude? Often many people feel unappreciated. When you feel unappreciated at home or at work you may stop making an effort, which can result in difficulties in your relationships, and the accompanying decrease in productivity and decline in good customer service. Giving and receiving gratitude requires you to be consistent and creative about incorporating gratitude into your daily interactions and schedules.

Here are just a few ideas as to how you can express your appreciation and gratitude more effectively: 1) Make eye contact, and be as sincere and as specific as possible when expressing gratitude; 2) When someone does something kind for you, whether it's your boss, your coworker, or a family member recognize it! Often time's a simple verbal thanks will do; 3) Write a hand written note with a specific compliment about a job well done. Lay the note on a desk, or pop it in the mail; 4) Verbally compliment the person in front of others.

There are limitless opportunities for expressing gratitude both in your personal life and professional life. Make an effort to consciously be aware of the things and the people you are grateful for and give the "present" of gratitude every chance you get!

Wishing you a Happy Thanksgiving and month of gratitude and inspiration!

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