

Excellence. NO EXCUSES!

Excerpt:

**APPRECIATION
ACKNOWLEDGEMENT
“THANK YOU”**

Tom Peters

25 March 2014

Christmas “Thank You” Chronicles

PLEASE consider this. Monday 23rd [December, 2013] or Fri 27th or Mon 30th or

Tues 31st: *CALL* **10-50** *people to thank*
'em for their support in 2013.

The two most important words in leader’s language:

“Acknowledge” &

“Appreciate.”

So at year’s end work your
ass off on acknowledgement/appreciation.

21 Dec/I have decided to bug you every day until New Year’s Eve to CALL 10-50 people to thank them for their support in 2013.

David Ivers: “It works well Tom! I personally delivered to the 14 people on my team a handwritten Christmas Card with a small Lindt Chocs box.”

21 Dec/Christmas gift *from* you today. If shopping, be especially courteous to grouches and smile at stressed-out staff even if service is sub-par.

21 Dec/Best Christmas gift I’ve heard of this year: Customer brings a cup of coffee mid-morning to our beleaguered local postal clerk.

21 Dec/If, like many of us, you’re shopping today, enjoy the madness. Engage the madness in the spirit of Christmas.

21 Dec/Saturday before Christmas. Cherish the madness. You’re only here for a little while.

21 Dec/ ***Be present today.*** It's the greatest gift you can give.

21 Dec/The worse your voice, the more vigorously you should sing the Carol. It's about spirit, not 6-sigma quality.

21 Dec/Pop into a church and light a candle for someone sick today. (Even if you are a strict non-believer.)

21 Dec/Make those calls to thank people for their support. Promise: You will enjoy it immensely. (We all need a kick in the ass. Once you start, you'll really get off on it.)

21 Dec/John Barnes: ***“On your advice, I've been doing this for 3 years, always one of the professional highlights of the year.”***

Dave Wheeler: “And spend a few words/seconds to thank your frontline team individually and personally! Cost minimal. ROI monstrous!”

21 Dec/Dave: “Cost < 0 because it ends up making you feel good at least as much as recipient!”

21 Dec/Nosy me. Asked grocery checkout person how many say “Happy Holidays.” She said probably 1 in 4 or 5, “less by late afternoon.”

21 Dec/Real key is making kind comment ... **WITH EYE CONTACT** . Otherwise the gesture is diminished by three-quarters.

Trevor Gay: “Best gift I've had this Christmas was the chat I had with the homeless guy when I took my dog for walk today. Feel blessed.”

Monday 12/23: Go on a “Thank you” binge. **DAMN IT.**

The degree to which the average analytically trained businessperson fails to appreciate TYP/Thank You Power is staggering/pathetic.

Dave Wheeler: **“ And spend a few words/seconds to thank your frontline team individually and personally!**

Cost minimal.

ROI

monstrous!”

*If you feel awkward
saying “Thank
you,” it’s because
you haven’t practiced
enough.*

If you feel awkward saying “Thank you,” tell the person you are thanking that you feel awkward. Zounds. The credit you will get.

Can you say “Thank you” too much? Doubtless, yes. But in the human race’s first 60,000 or so years, no one has overdone it so far.

I worry about Syrian civil war & 7,999,999 other things. That people will say thank you too much didn’t make my “Top 8,000,000 Worries” list.

Steve Pfistner: “Ah, the joy of affirming another fellow humanoid.”

“Affirming another humanoid”—Love it!

Handwritten notes make me weak in the knees.

An “almost” guarantee: Even if your first “Thank yous” seem forced, the response will be so overwhelming that you’ll soon be in the groove.

At the very least, you can do a “*Hey, thanks, bro, somehow we survived another year.*”

Mike Ferguson: “You’re saying I have to make a call, not email, right? I thought so. Okay okay okay.”

Ever heard the phrase “*Bet your sweet ass*”?

Cindy Starks: *“This is one of those things that I just don’t understand. I’ve tried. Why is it so hard for people to say ‘Thank You’ or ‘Thanks’”?*

I am as befuddled as you are.

Drew: *“The importance of ‘Thank you’ is drilled into children, yet often lost on adults. It’s something I had to relearn.”*

Jeff Hathaway: *“Things like ‘Thank you’ should be on the list called ‘assumptions,’ especially for leaders. Maybe why the future is brighter for Women?”*

John Hinton III: *“I always say ‘Please’ and ‘Thank you.’ You never know what type of day someone is having. Best way to convey appreciation.”*

John Wheaton (engineering chief): *“#1 reason engineers leave biz is they are not appreciated.”*

Damn right, John. We engineers are human, too. :-)

John Wheaton: *“Say [‘Thank you’] in Monday meetings. Say it on rounds. The more you say it the easier it is.”*

Catherine Huggins: *“Expressing thanks is just another way of acknowledging life is bigger than any one individual.”*

Lisa Rokusek: *“Often it takes the doing of gratitude to ignite the feeling. We can’t let a lack of feeling stop us from grateful actions.”*

Lars Leafblad (Fundraiser): *“The five seconds of silence I experience when I call a donor for no other reason than thank you is deafening!”*

Trevor Gay: *“In my experience the most well received ‘Thank you’ is one for doing your routine task.”*

Amen!!!!!!!!!! My version: No one ever has an “average day.” There’s always *something* worth noting.

“The Power of Thanks” is well supported by science, too:
[http://news.harvard.edu/gazette/story/2013/03/the-power-of-thanks/ ...](http://news.harvard.edu/gazette/story/2013/03/the-power-of-thanks/)

The **(Awesome)** Power of ... **Acknowledgement**

“The deepest principle in human nature is the craving to be appreciated.”—William James

“The two most powerful things in existence: a kind word and a thoughtful gesture.”—Ken Langone

“Good leaders make people feel that they’re at the very heart of things, not at the periphery.”—Warren Bennis

“Leadership is about how you make people feel—about you, about the project or work you’re doing together, and especially about themselves.”—Betsy Myers, *Take the Lead: Motivate, Inspire, and Bring Out the Best in Yourself and Everyone Around You*

“The philosopher Isaiah Berlin remarked that Churchill ‘idealized’ his countrymen ‘with such intensity that in the end they approached his ideal and began to see themselves as he saw them.’”—Robert Kaplan, *Warrior Politics: Why Leadership Demands a Pagan Ethos*

*“Employees who
don’t feel significant
rarely make
significant
contributions.”*

—Mark Sanborn

Night and Day: Yes, **AND** ...

“Yes, *but* ...”

(= “Thanks for the comment ... and, ahem, here is what’s **WRONG** with it ...” = **MIXED MESSAGE/NEGATIVE**.)

“Yes, **and** ...”

(= “That was an absolutely first-rate comment, **AND** perhaps **WE** could even make it better ...” = **POSITIVE**.)

FYI: This is (TRULY) a **BIG DEAL**.

The **(Awesome)** Power of Acknowledgement: **NOTEBOOK** Power

Whenever you are interviewing or meeting with someone ... carry **(without fail)** a notebook.

Take notes.

To be sure, you'll doubtless hear something worth recording. But, mainly **(without fail)** you will gain the enduring respect of the person you are interacting with.

Why?

By recording their ideas you are saying, in effect, ***“I think you have something to say worthy of recording and I wish to capture it for eternity.”***

Always carry the notebook. Take copious notes. Record info. **AND:** It's the ultimate form of flattery/acknowledgement/respect.

Joel Heffner/**Creativity Kit: Field Notes**
Notebook + Pencil

Stefan Stern: *“The bosses who don’t take notes may also be the ones who say ‘Got it!’ too quickly when in truth they aren’t really listening.”*

Sachin Shah: *“I got our EO’s asst to take notes in her meetings so she could listen. She estimated \$50k gain in her productivity.”*

Note to bosses: ***In your last conversation with an employee, how many pages of notes did you take?***

(Query to bosses: ***In your last conversation with an employee, did you listen (at least) ...***

***75%** of the time?)*