



THE POWER OF THANKS

Four Quick and Easy Recognition
Tools for Coworkers



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Tool 1: A Simple Thanks

4 Key Elements of Verbal and Written Recognition:

Some people struggle to find the words to say thanks effectively. Here's a wonderful model that helps you find the words easily. The model calls for four parts to a great "thanks":

1. **Behavior/Related Value:** Specifically, describe the behavior you appreciated and the value it reflects. E.g. "I noticed or I heard that you _____."
2. **Impact:** Describe the impact—the consequences for the customer, the department's image, the organization, the mission. E.g. "This had the effect of _____."
3. **Touch of empathy:** Show an understanding that the employee had to undergo effort or difficulties, or go out of their way to do what they did. E.g. "I realize it's not easy to _____ (the behavior)."
4. **Thanks:** Explicitly express your appreciation or thanks. E.g. "Thank you. I really appreciate it."

Example

To: Daisy From: Joe

Re: Compliment by Patient

A patient in our practice, Betty Baum, called today to inform me she was very impressed with the warm, good-natured, informative response you gave her recently when she inquired about a bill we sent her.

Her call was most uplifting to me, I thanked her for sharing her positive feeling and assured her I would inform you of her call.

You made such a great impression that this customer took the initiative and time to call. Thank you so much for all you do to make our patients happy.



Tool 2: Recognition Notepad

Create one for yourself. Use it to recognize people in your own department and in other departments.

- When you send a note to an employee in another department, send a copy to their manager too.
- When you receive a copy of a note to one of your employees, mention to them that you got it and reinforce the event by extending your own appreciation of what they did.
- When recognizing an employee in your own department or receiving a copy of a note sent to this employee by someone else, keep a copy so you can remember to reference any notes received when you complete the employee's annual performance review (use the "Comments" section of the evaluation to mention these).
- Be specific with your feedback. Describe the behavior you appreciated, relating it to a specific value. Tell why the behavior mattered—its effects or impact. Say a few words of appreciation.

Example

"I saw you go out of your way to help a patient find their way to Pre-Admission Testing. That was a great demonstration of our value on the patient experience and responsiveness to patients. Giving help like you did makes our hospital feel warm and friendly to patients and visitors. I want to let you know how much I appreciated what you did. Thanks."

To:	
<input type="checkbox"/> Way to go!	<input type="checkbox"/> Applause, applause!
<input type="checkbox"/> Ta-daah and thanks!	<input type="checkbox"/> Couldn't have done it without you!
<input type="checkbox"/> You're the best!	<input type="checkbox"/> Bravo!
Here's why _____	

With appreciation,	



Tool 3: Award Certificates

Certificates are a no-cost, quick and easy way to recognize individuals or teams. Consider getting software that enables you to make fabulous custom certificates quickly. If you have Microsoft Word or Power Point, these include “award certificate” templates that make certificate-making a snap.

Use Word and Power Point to Create Certificates

Starting from a Microsoft PowerPoint® template, you can add your own text, images, and names to make GREAT award certificates.

To create a certificate

- Start with a certificate template from the [Microsoft Office Online Templates Website](#).
- Download Certificates of Excellence, Efficiency, Employee Performance Award, Award for Outstanding Contribution to a project by clicking the Download Now button on the Templates page.
- You can modify every element in order to develop an award on any type of performance and enter the names of the people receiving and presenting the award. Modify or delete the date, or give a detailed reason for the recognition.
- Customize the template by adding graphics: Insert either special pictures from your project or course, or clip art that reflects the theme of your award.



Certificate Examples

W O W

Much appreciation to _____

FOR

Signature

Date

Prescription For Thanks

This certificate acknowledges _____

For going above and beyond the call of duty in the following way

Signature

Date

Team Player Award

Appreciation and thanks for contributing to the effectiveness of the Team.

The results are impressive and so are YOU!

Signature

Date

Terrific Team Award

Congratulations to you for: _____

Team Members:

Your performance is inspirational!

Awarded by

Date



Tool 4: Team Recognition at Staff Meetings

Build habitual attention to positive events and accomplishments by bringing attention to them in your staff/team meetings. Here are five ideas for doing this:

Staff Meeting Idea: Quick Start-Up Sharing

Open the meeting by asking all group members to take a turn completing one of these sentence starters:

- “One good thing that happened for me this week was...”
- “When I think about our team, I feel good about...”
- “One thing that we’re doing well is...”
- “One way we’re helping others here is...”
- Or... Think of your own!

Staff Meeting Idea: What’s Good About Now?

Pose the question: “What’s good about right now?” Have people either write nonstop for two minutes on it or conduct a large group brainstorm and write down everything anyone says. Rigidly reinforce one ground rule—“Nothing negative.”

Staff Meeting Idea: Openings and Closings

Create a ritual way to start and finish meetings that nudges people to focus on the positives around them.

- Open with, “What’s happening that’s been good since we last met?”
- End with: “Let’s end by reviewing what we’ve accomplished and what people have found gratifying about this meeting/week/month.”

Staff Meeting Idea: Public Thanks

Set a few minutes of meeting time during which you invite people to express any thanks to each other that they didn’t get a chance to say before.

Staff Meeting Idea: Proud Wave

- At the beginning or end of a meeting, announce, “We’re going to take time out to recognize each other at a personal level by conducting an activity called a Proud Wave.”
- Ask each employee to complete one of the following sentence starters. Then, go around and ask each person to share their sentence with the larger group.
 - “One service interaction I am most proud of this week is...”
 - “One difficult situation I handled skillfully this week was...”
 - “One way I’ve grown or changed for the better on the job is...”
 - “One way I’ve contributed to making things better here is...”
 - “One thing I’m proud of about our department’s services is...”
 - ...and other sentence starters you and your team devise.



Thank you!

If you found these activities valuable, we invite you to explore:

- [HeartBeat](#): *free* newsletter packed with tips, tools and inspiration
- [Resource Library](#): *free* access to PX articles and white papers
- [Language of Caring Programs](#) for creating cultures of caring and achieving communication excellence
- [Planetree International](#) consulting and globally adopted person-centered care certification program
- [2020 International Conference](#) on Person-Centered Care; October 18-21



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