



## Grateful Leadership and

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# The Power of Acknowledgment®

How to Engage, Motivate and Inspire

...and **LEVEL UP!**

*With Judith W. Umlas*

## Presentation Goal and Promise:

To identify techniques for creating a more positive and meaningful connection between you and the people you lead, and to improve your ability to develop a more rewarding and successful working environment.

*This event will become a catalyst for creating an immediate, positive change in your work life and for those with whom you work.*



**What is an  
Acknowledgment?**

*“Acknowledgment is a heartfelt and authentic communication that lets a person know their value to the organization and the importance of the contribution that they make.”*

*~Judith W Umlas*



**“Acknowledgment DOES NOT EXIST  
in our Finnish culture!”**



## Grateful Leaders:

- See, recognize and express appreciation and gratitude for their peoples' contributions;
- Acknowledge, support and engage their people profoundly;
- Want to know their employees and other stakeholders as people, not just workers

**A GREAT WAY TO...**



# Grateful Leadership

## The 5 Cs of Acknowledgment

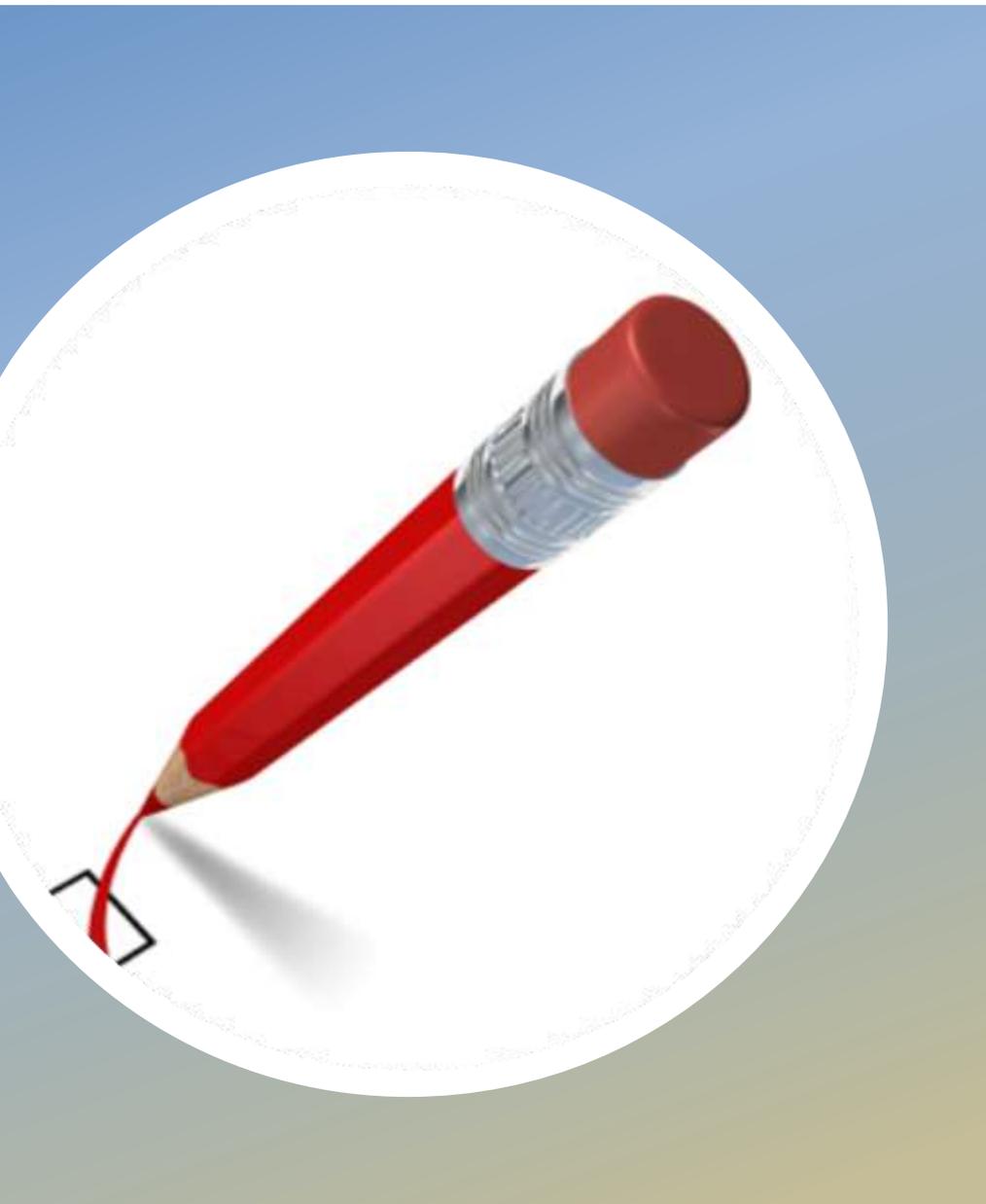
**1. *Consciousness:*** Become *Conscious* of the acknowledgments and gratitude that you already have in your mind and spirit. They really are already there!

**2. *Choice:*** It is your *Choice* whether to deliver the acknowledgment or to merely keep it floating around in your mind. Choose yes whenever possible!

**3. *Courage:*** It is courageous to deliver a heartfelt and authentic acknowledgment. If you feel nervous or embarrassed and that you need to summon up *Courage*, you know you are on the right track!

**4. *Communication:*** Figure out the best way to reach your recipient. There are so many ways to do so. It is simple to *Communicate* your gratitude and appreciation in whatever form you choose — anything from Skype to skywriting.

**5. *Commitment:*** Once you witness the benefits of gratitude and appreciation, see your people come alive, take more initiative and work with passion and engagement, *Committing* you to being a Grateful Leader and acknowledging people from your heart and spirit becomes easy and logical.



## The Basis of the Promise – The Five Cs of Acknowledgment

1. **Consciousness**
2. **Choice**
3. **Courage**
4. **Communications**
5. **Commitment**



# The Grateful Leadership Creativity Challenge!

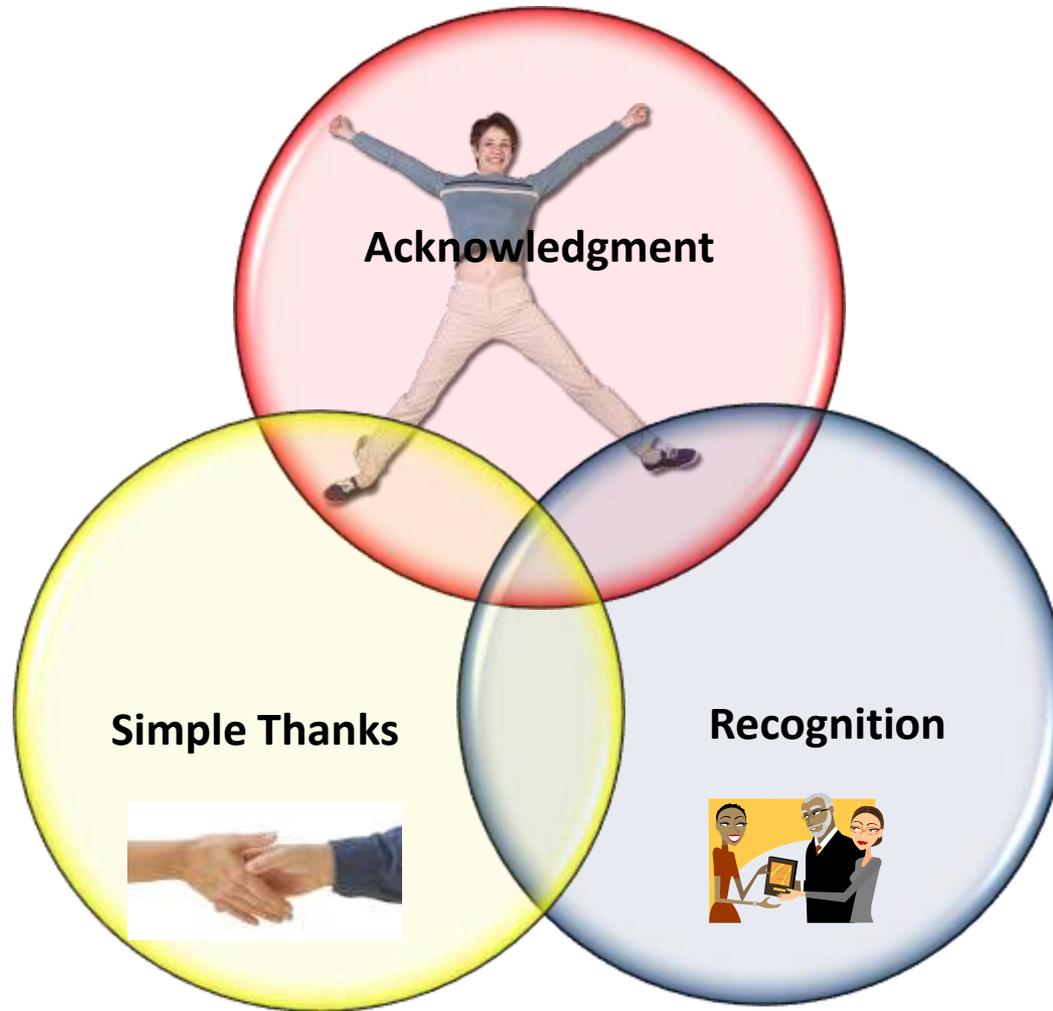
**Animation of the 5 C's of  
Acknowledgment: submission by  
El Camino College:**

**[bit.ly/5Csvideo](http://bit.ly/5Csvideo)**

**It's not too late for you to enter!  
Contest ends: 9/9/19!**



# The Appreciation Paradigm



# The 7 Principles of Acknowledgment

## A QUICK REVIEW!

### The 7 Principles of Acknowledgment

- 1. The world is full of people who deserve to be acknowledged.**

It will be easier to acknowledge those you work most about if you start by praising your subordinates' great skills or projects you don't know they will, or even know at all. Then you will begin making the world a happier place.
- 2. Acknowledgment builds intimacy and creates powerful interactions.**

Acknowledge the people around you directly and fully, especially those with whom you are in an intimate relationship. What is it about your spouse, your daughter, your uncle, your oldest colleague or subordinate that you want to acknowledge? Look for ways to say how much you value them, and then be prepared for reward!
- 3. Acknowledgment neutralizes, defuses, deactivates and reduces the affect of jealousy and envy!**

Acknowledge those you are jealous of for the very attributes you envy. Watch the envy diminish and the relationship grow stronger as you grow to accept valuable input from the person you were envying.
- 4. Recognizing good work leads to high energy, great feelings, high-quality performance and terrific results. Not acknowledging good work causes lethargy, resentment, sorrow and withdrawal.**

Recognize and acknowledge good work whenever you find it. It's not true that people only work hard if they worry whether you value them. Quite the opposite!
- 5. Truthful, heartfelt and deserved acknowledgment always makes a difference, sometimes a profound one, in a person's life and work.**

Rarely given acknowledgments have more value than frequent ones. Sincere praise should not be withheld due to fear of diminishing returns, of appearing inappropriate or out of embarrassment. These obstacles can and should be overcome in order for you and your recipients to reap the tremendous rewards.
- 6. It is likely that acknowledgment can improve the emotional and physical health of both the giver and the receiver.**

There is already substantial scientific evidence that gratitude and forgiveness help well-being, alertness and energy, diminish stress and feelings of negativity, actually boosting the immune system. It is reported that they can even reduce the risk of stroke and heart failure. This research leads us to believe that acknowledging others has similar effects.
- 7. Practice different ways of getting through to the people you want to acknowledge.**

Develop an acknowledgment repertoire that will give you the tools to reach out to the people in your life in the different ways that will be the most meaningful to each situation and each person.

## Why is Acknowledgment Important?

**It gives both the giver and  
the receiver:**

- **Sense of self-worth**
- **Joy**
- **Purpose for living**
- **Sense of contribution**
- **Documented physical changes**
- **“Pay it forward” types of behavior**
- **Repair of the world – two people at a time!**

# Dr. Robert A. Emmons

World's leading scientific expert on gratitude, professor of psychology at the University of California

## “The Benefits of Gratitude”

- Reductions in perceived stress (28%) and depression (16%)
- 23% less stress hormones (cortisol)
- Reduction in dietary fat intake by 28%
- Reduced feelings of helplessness in 88% of suicidal in-patients and increased levels of optimism in 94%
- 10% improvement in sleep quality in patients with chronic pain and insomnia



\* From *The Little Book of Gratitude*, 2016

# The Neuroscience of Gratitude

## What you need to know about the new neural knowledge

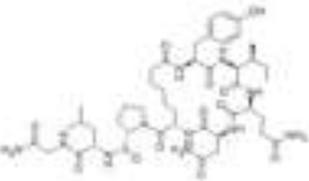
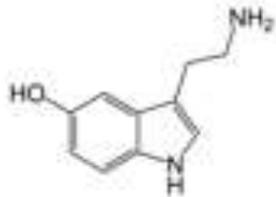
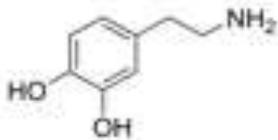
Contributor: Linda Roszak Burton

“...neurochemical cocktails” to enhance employee engagement and organizational performance.”

**Shot of Dopamine**

**Swig of Serotonin**

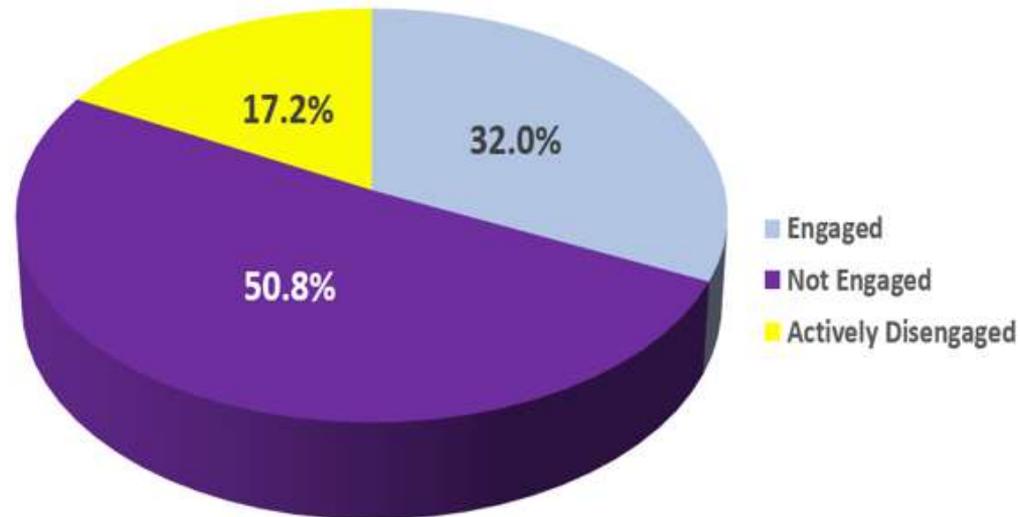
**Ounce of Oxytocin**



[https://www.whartonhealthcare.org/the\\_neuroscience\\_of\\_gratitude](https://www.whartonhealthcare.org/the_neuroscience_of_gratitude)

## According to Studies Done by the Gallup Organization:

### Typical Levels of Employee Engagement



<http://www.gallup.com/poll/188144/employee-engagement-stagnant-2015.aspx>, accessed on 29September2016

# Acknowledgment Survey



**I have been recognized, praised or acknowledged for good work within the past:**

- Week
- Month
- Year
- Not at all



\*Adapted from Gallup Q12 Survey

# Acknowledgment Survey

I have recognized, praised or acknowledged someone else for good work within the past:

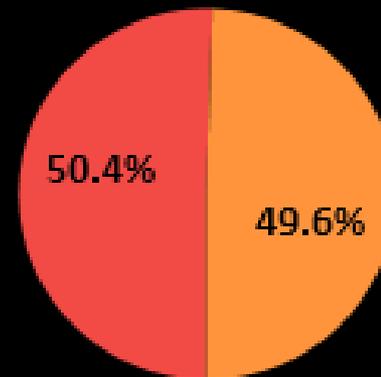
- Week
- Month
- Year
- Not at all



\*Adapted from Gallup Q12 Survey

**Grateful  
Leadership On  
Demand  
Course Survey  
2015 - 2016**

**I left a job due to lack of  
appreciation**



**■ TRUE ■ FALSE**

# Disengagement costs dollars!



# Business Impact

- Gallup studies estimate U.S. productivity loss as a result of disengaged employees – \$450 to \$550 billion/year
- According to a Society for Human Resource Management (SHRM) Retention Practices Survey, the number one reason people leave their jobs is due to a “lack of appreciation.”





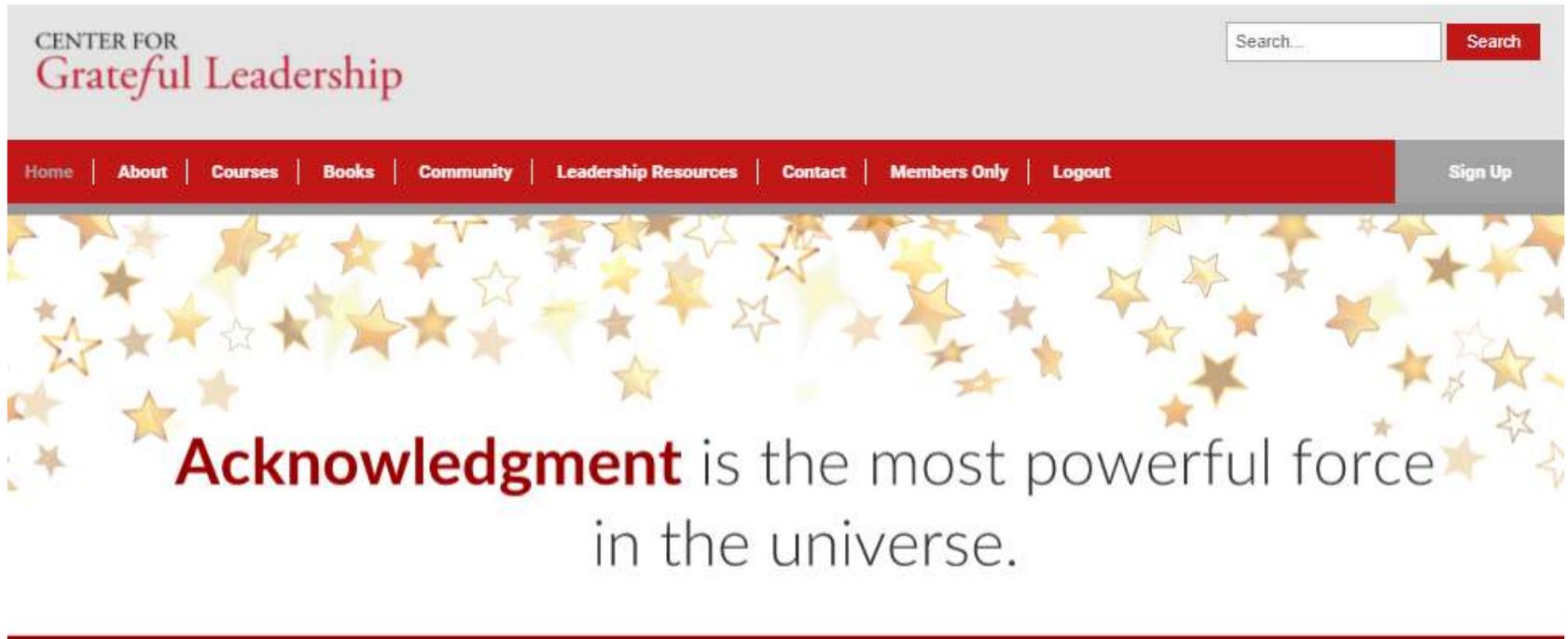
# Knock Your Socks Off Power of Acknowledgment™ Exercise



Think of a person you should, but don't, acknowledge, or don't acknowledge enough

- Why should he or she be acknowledged? Be specific!
- Role play a brief acknowledgment to that person with a partner. Be generous! Make it heartfelt! Now switch!
- Are you willing to deliver it to him or her? When?

Go to [www.GratefulLeadership.com](http://www.GratefulLeadership.com)  
and join!



The image shows a screenshot of the website for the Center for Grateful Leadership. At the top left, the logo reads "CENTER FOR Grateful Leadership" in a serif font. To the right of the logo is a search bar with the text "Search..." and a red "Search" button. Below the logo and search bar is a red navigation bar with white text links: "Home", "About", "Courses", "Books", "Community", "Leadership Resources", "Contact", "Members Only", and "Logout". On the far right of this bar is a grey "Sign Up" button. Below the navigation bar is a decorative banner featuring a background of numerous golden stars of various sizes. Overlaid on the bottom half of the star banner is the text: "**Acknowledgment** is the most powerful force in the universe." The word "Acknowledgment" is in a bold, dark red font, while the rest of the text is in a grey font. A thick red horizontal line is positioned at the bottom of the page.

CENTER FOR  
Grateful Leadership

Search... Search

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Sign Up

**Acknowledgment** is the most powerful force  
in the universe.

**If one company can do it, we all can  
make it happen wherever we work!**



[https://www.youtube.com/watch?v=ThWYCNNEh\\_8](https://www.youtube.com/watch?v=ThWYCNNEh_8)



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