

13TH ANNUAL OHIO

*Employee
Health &
Wellness*
CONFERENCE

Workshop K

Employee Engagement
**Holistic Approach to Workplace
Well-Being. Let's Grow Gratitude:
Building a Culture of Gratitude
& Appreciation**

1:30 p.m. to 2:45 p.m.

Biographical Information

**Priya Lakhi, Esq., Chief Wellbeing Officer, Alyfe Wellbeing Solutions
Founder, Awaken Ananda
171 Green Meadows Drive Lewis Center, OH 43035
614-404-6430
Fax: 844-379-7494
Priya@AwakenAnanda.com**

Priya Lakhi is "wellness to wholeness" expert, transformational lifestyle coach, yoga teacher and former lawyer. As Chief Wellbeing Officer for Alyfe Wellbeing Strategies, Priya's focus is on how employees can be impacted at work, at home and in the community; and how this impact will be responsible for improving the health and wellbeing of a company's most valuable asset, its employees.

Priya's work involves working with managers, executives and wellbeing teams to develop creative strategies, targeted programming and legally compliant incentives for including "wholeness" as part of their wellbeing strategy. When we incorporate purpose-based practices as a leadership philosophy, we unlock the passion and ingenuity of those around us. This results in higher performance, improved health and engaged, fulfilled employees. This is a win-win for both the employees and the organization.

It was Priya's own journey from striving to thriving, that prompted her to leave the legal profession and start down a very deliberate path to incorporate a lifestyle of wholeness.

Priya is a graduate of The Ohio State University with a B.A. in Sociology, with a minor in Psychology. She also received her Doctor of Law (JD) from The Ohio State University Moritz College of Law.



どうも

VIELEN DANK

감사합니다

THANK YOU

MERCI

شكرا جزيل

धन्यवाद

OBRIGADO

KIITOKSIA
OIKEIN PALJON

XIN
CÀM ÒN

Огромное
спасибо

ممنونم

GRACIAS

GURA MÍLE

Ευχαριστώ
ΠΟΛΥ

MULTUMESC

תודה
תודה

ASANTE

ধন্যবাদ

多謝

TEŞEKKÜRLER

DZIĘKUJĘ

ἄκῆῖῖῖ

TUSEN TACK

GRAZIE

KÖSZÖNÖM

TÄNAN TEID
VAGA

QUTANARSUAQ

Holistic Approach to Workplace Well-Being

Let's Grow Gratitude:
Building a Culture of Gratitude &
Appreciation

Presented by Priya Lakhi
Chief Wellbeing Officer at Alyfe Wellbeing Strategies &
Founder of Awaken Ananda



What if you could flip a switch that would allow your employees to be 31% more productive and 37% more better at sales?

Or push a button that brought you 3.9 times the earning per share growth rate as compared to your competitors?

The power source exists, and it is already within your grasp. You just have to turn it on.

TRANSFORM YOUR WORKPLACE **with gratitude**

The secret to recruiting and retaining a superior workforce, increasing profits, reducing healthcare costs and having more fun!

Gratitude Is *Absolutely* Vital In The Workplace

“Most of our waking hours are spent on the job, and gratitude, in all its forms, is a basic human requirement. So, when you put these factors together, it is essential to both give and receive thanks at work.”

UC Davis psychology professor Robert Emmons

Today's Session:

1. What is gratitude?
2. The science behind gratitude.
3. Why workplace gratitude makes good business "cents."
4. Best practices at employee recognition and communication techniques.
5. Mini case studies.

thank
YOU!

Gratitude is one of the few things that can measurably change people's lives in and out of the workplace.



Gratitude Meditation

Appreciation Vs. Gratitude

Appreciation

The act of acknowledging the goodness in life, in other words seeing the positives in events, experiences, or other people like our colleagues.

Gratitude

Goes one step further: It recognizes how the positive things in our lives - like success at work - are often due to forces outside of ourselves, particularly the efforts of other people.

Is Gratitude and Appreciation Unprofessional?



In Terms Of Management:

Do you, your supervisors and managers seek the positive in what employees do?

Or do they point out the mistakes and mental lapses?

This is not an "*attitude of gratitude*" - nor is it efficient or productive. This type of environment creates resentment and fear. It's not conducive to long-term success.

Example

Mary has a son who is having a problem at school and knowing she will be late, she tells her supervisor that she might be late, possibly by a few hours one morning. Supervisor agrees to give her until 10:00am, but when she shows up late at 11:00 am, he docks her pay and files an incident report with HR, and demands she makes up the time.



What is another way to handle this?

Gratitude should be a part of company culture, and life. For true success, it needs to be expressed in both words and actions.

The Science Behind Gratitude

In a recent study those who kept gratitude journals on a weekly basis:

- Exercised more regularly
- Reported fewer physical symptoms
- Felt better about their lives as a whole
- And were more optimistic about the upcoming week

**As opposed to those who recorded hassles or neutral life events.



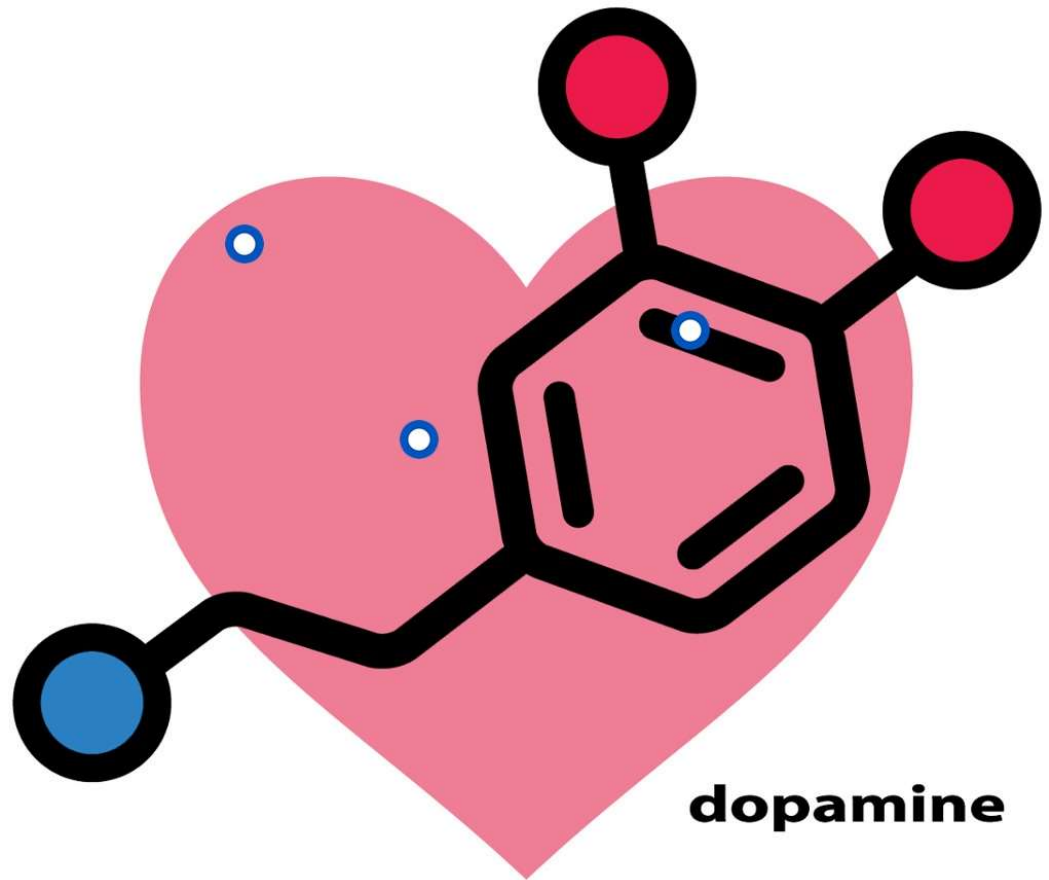
Gratitude vs. Indebtedness

"If every grateful action were suddenly eliminated, society would break apart."

Georg Simmel, 20th Century Sociologist

Why Does Gratitude "Feel" Good?

Gratitude stimulates
the brain & body
due to...



Physical:

- A stronger immune system
- Fewer perceived aches and pains
- Lower blood pressure
- A willingness to exercise more
- Sleeping longer and feeling more refreshed upon waking



Psychological:

- Higher levels of positive emotions
- Feeling more alert and alive
- Experiencing more joy and pleasure
- Feeling more optimistic and happy
- More resilient to stress
- 31% more productive and 37% better at sales



Social:

- Acting in ways consistent with being more helpful, generous and compassionate
- Being more forgiving
- Acting more outgoing
- Feeling less lonely and isolated

*Dr. Robert Emmons,
leading scientific expert
on gratitude UC Berkeley



It Improves Corporate Culture

Lack of gratitude is a major factor driving job dissatisfaction, turnover, absenteeism, and often, burnout.

In many organizations the workplace culture is toxic. Symptoms of this are exploitation, complaint, entitlement, gossip, negativity.

Expressing thanks is a remedy against these symptoms.

Grateful individuals live in a way that leads to the kind of workplace environment that human beings long for.

Monday

By implementing gratitude into company culture, employees are more willing to spread their positive feelings with others, whether it's helping out with a project or taking time to notice and recognizing those that have gone the extra mile.

It Strengthens Teams

Gratitude takes people outside of themselves and to a place that is part of a larger, more intricate network of sustaining relationships that are more mutually beneficial.

Like other social emotions, gratitude functions to help regulate relationships, solidifying and strengthening them and building trust with each other.

It's A Better Motivator Than Money

Appreciation is a much better motivator. A study by Glassdoor found that 80% of employees would be willing to work harder for an appreciative boss, and 70% said they'd feel better about themselves and their efforts if their boss thanked them more regularly.

In Maslow's 'hierarchy of needs,' money satisfies the lowest level of the pyramid. It doesn't affect the things that matter most — like feeling important and that the work you do matters. Respect causes people to run through brick walls for others.

It Improves Employee Performance

A 2012 SHRM survey found that employee recognition and gratitude delivers a clear return on key HR metrics including:

Productivity
Engagement
Achievement of
Organizational Objectives

It Improves Employee Retention

- 22% lower turnover rate
- 55% of respondents said they would leave current jobs to work for a company that recognized their employees

And when Paychex, a business processing outsourcing firm, asked 2,000 people why they'd leave their jobs, 53% said "employers don't care about employees" and 45% said "lack of recognition or reward."

Bottom Line: It Makes Cents

- Employees are more productive and actively engaged, willing to work together for mutual goals, and employees who are loyal to your company
- Teams take less time off for illness, are able to deal with stress and crisis and want to show up everyday
- Show appreciation for customers who keep coming back to you -- and grow your profitability all around!

"Americans are less likely to say "thank you" on the job than anywhere else, which hurts productivity and happiness. That needs to change."

Jeremy Adam Smith (journalist)

35% of workers thought that expressing gratitude would have a negative effect - portraying them as "weak" and cause their co-workers to take advantage of them.

Gratitude can be a "gateway drug" to other emotions like empathy, kindness and generosity.

How To Create A Culture Of Gratitude That Is Authentic And Strategic?

- 1. Make it about the whole person:** Gratitude is not about recognizing performance or results. It's about appreciating people for who they are—as whole people, not just cogs in an organization. “I'm grateful that you hit your revenue targets in Q3” isn't going to cut it.
- 2. Don't make it “one size fits all”:** Some people hate being complimented in public. Others love it. An effective gratitude program will recognize that people prefer to receive it in different ways.
- 3. Have it come from the top down:** This won't succeed if there isn't buy-in from the very top. Any gratitude practice should start with leaders' full support and participation.
- 4. Make it part of the culture:** Consistency is key. A gratitude wall that disappears after a couple of weeks is just going to bum everyone out.
- 5. Get Feedback:** Check with your team to see how it is working and adjust as necessary.

The Deepest Principle In Human Nature Is The Craving To Be Appreciated

- Initiate a handwritten thank you note program - Co-workers and clients. Post on company bulletin board
 - *Look for opportunities to celebrate achievements - Thank the people who don't usually get thanked.
- Implement a peer-to-peer recognition program - rewards don't have to be expensive
- Ask for compliments instead of complaints - make it part of the company culture
- Invest in employee development - mentoring program
 - *Involve employees in making the employee recognition program.
 - *Keep the lines of communication open

Low Cost Ideas

More expensive the gift doesn't communicate more value. Delivery and sincere thanks does that.

- Gratitude wellbeing challenge to grow gratitude
- Gratitude roll call
- Sugar cubes
- Longer lunch
- Love week
- Meditation, yoga or mindfulness class
- Have a trophy
- Track team wins
- Treats, just because
- Time off
- Casual Fridays
- Board games in the break room
- Blog posts, social media and/or website
- Celebrate anniversaries, not just birthdays
- Breakroom boss
- Non-work achievements
- Volunteer
- Lunch and learn/cooking demo
- Boss for a day

The power of the thank you note!

Not all thank you notes are created equal. Be specific, sincere and timely

1. Thank the person by name
2. Say what the person did that you appreciate
3. Include how the behavior added value for the company and/or team
4. Close with the person's name again, and close with the fact that you personally value the effort being recognized



Examples:

- I respect the depth of your knowledge (analytical thinkers)
- I am so grateful for your team-building skills (social thinkers)
- Thanks for keeping the lines of communication open (gift of gab)
- I prize your well-considered solutions (quiet)
- Thanks for keeping the momentum going (assertive)
- Thank you for your ease and resilience (flexible)

When Can You Say *Thank you*

- When an employee comes in early, stays late, works additional hours
- When a project comes in on time or ahead of schedule
- When a project comes in on budget or under budget
- When an employee helps another
- When a team works together to train a new employee
- To celebrate a promotion
- To highlight an employee's enthusiasm
- For an idea that saves the company money
- When an employee has been loyal
- For employees who offer a smile and cheerful attitude

Case Studies

- Software Company - SOS CEO Award of Excellence
- Cambell's - 30,000 Thank you Notes from CEO
- Inuit - "Take a Bow" e-cards
- Zappos - Personal connection with customers are rewarded
- Alyfe Wellbeing Strategies - Love week & sugar cubes

