

Grateful Leadership™

*Using the Power of Acknowledgment to Engage All Your People
and Achieve Superior Results*

PMI Buffalo Chapter



Program Objectives

- Grateful Leadership as a model for growth and development
- Great results through gratitude and appreciation
- Need for acknowledgment to create a culture of appreciation in organizations and on teams
- Overcoming barriers to using acknowledgment
- Create or enhance a culture of gratitude, appreciation, and acknowledgment on your team or in your department
- Peer Coaching Plan and Schedule



What is a Grateful Leader?

- 🌐 Examples of Grateful Leaders you have known or worked with
- 🌐 Their attributes
 1. _____
 2. _____
 3. _____
- 🌐 How did they make you feel?





What is Acknowledgment?

“Acknowledgment is a heartfelt and authentic communication that lets a person know his or her value to the organization or team and the importance of the contribution that they make.”

- Judith W. Umlas



Why Be a Grateful Leader? In Their Words

Walter Robb

Co-CEO – Whole Foods Market



When you love what you do and the people with whom you work, you have reason to be grateful. When your business is built from the passion and creativity of your Team Members, you have reason to feel blessed.



Why Be a Grateful Leader? In Their Words

Kimberly Supersano – Chief Marketing Officer – Prudential Annuities



A Grateful Leader is one who really believes in people's potential and the value of each and every person they employ or rely upon, and helps them recognize their full potential.

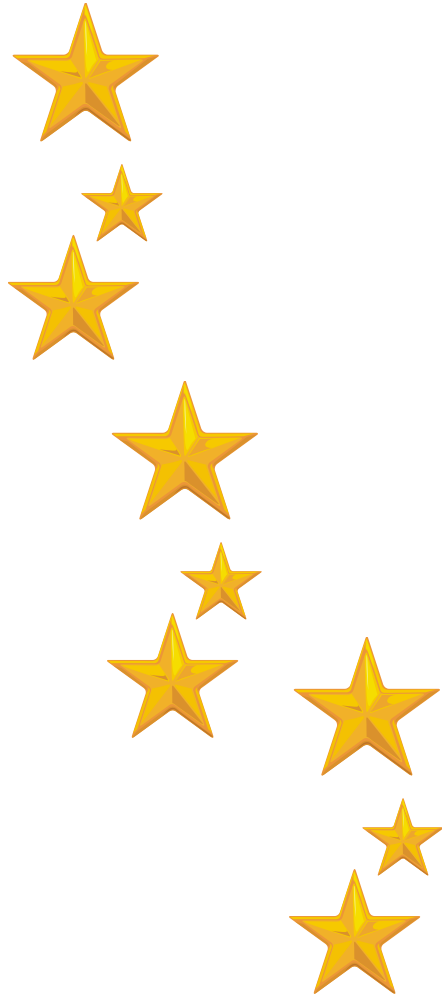


Why Be a Grateful Leader? In Their Words

Xavier Joly – Global Director, People Development, Volvo Powertrain

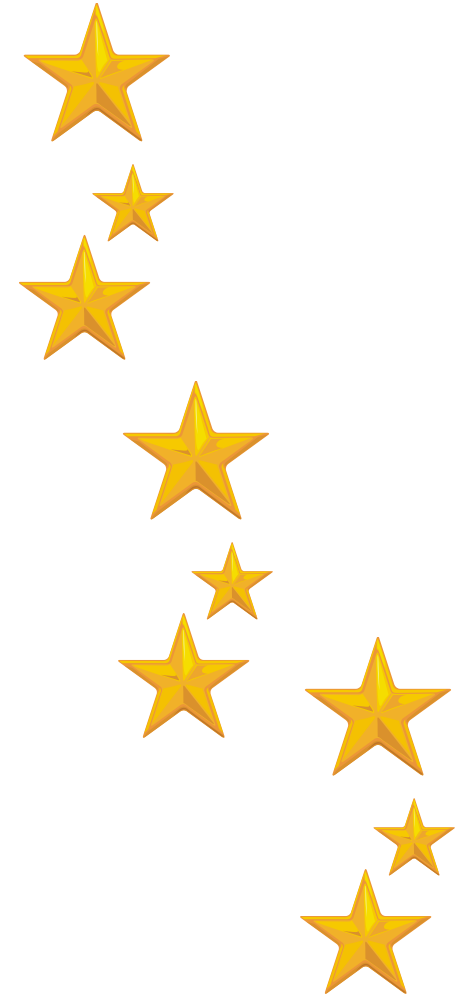


Take the time to recognize and acknowledge your people's competence and their ability to find solutions, and you will see how much it energizes them.



Interactive!

Are you a Grateful Leader?
Opportunity for Reflection





What is the Workforce Engagement Challenge?

- 🌐 Engaging your workforce is a key leadership challenge.
- 🌐 Non-engagement in the workplace results in poor performance, limited productivity, and an erosion of bottom-line results.





Levels of Workforce Engagement

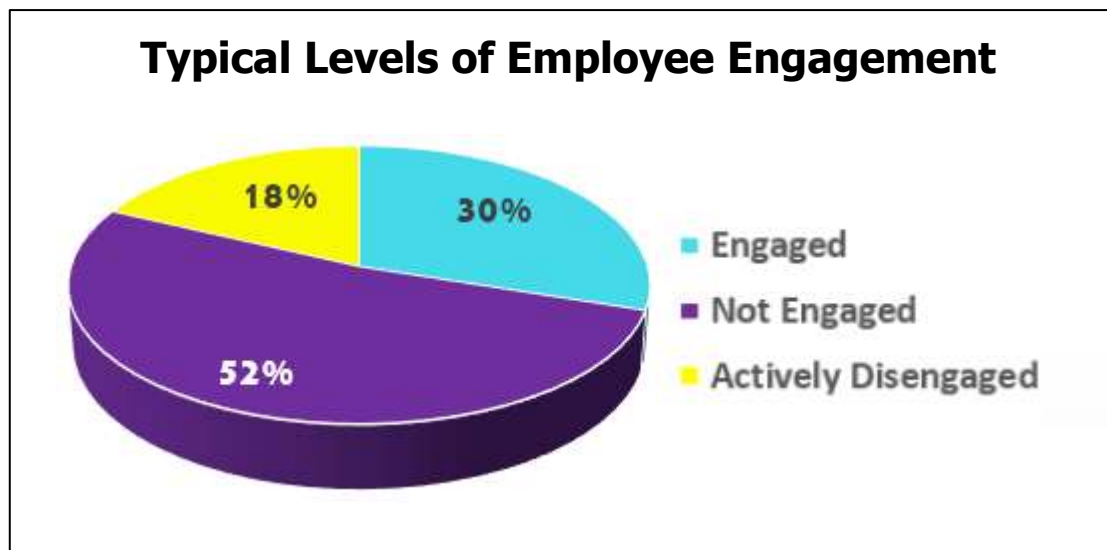
- 🌐 **Engaged employees** work with passion and feel a profound connection to their company.
- 🌐 **Not engaged employees** are essentially “checked out.” They’re sleepwalking through their workday, putting time, but not energy or passion, into their work.
- 🌐 **Actively disengaged employees** aren’t just unhappy at work – they’re busy acting out their unhappiness.

<http://gmj.gallup.com/content/20770/gallup-study-feeling-good-matters-in-the.aspx>, accessed on 28Jan10



Gallup Organization Studies

According to studies done by the Gallup Organization:



<http://employeeengagement.com/wp-content/uploads/2013/06/Gallup-2013-State-of-the-American-Workplace-Report.pdf>, accessed on 29May14



Business Impact

- Gallup studies estimate U.S. productivity loss as a result of disengaged employees –
\$450 to \$550 billion/year
- The number one reason people leave their jobs is due to a “lack of appreciation”
 - **Society for Human Resource Management 1997 Retention Practices Survey***
- Happy employees are more able to handle workplace relationships, stress, change – boosting productivity, sales, and their well-being



Wellness/Productivity Impact

Gallup study – engaged employees in the UK take an average of 2.69 sick days per year, while the disengaged employees take 6.19. Sickness absence costs the UK economy 13.4 billion pounds annually.



Adapted from McLeod, David, and Nita Clark. *Engaging for Success: Enhancing Performance through Employee Engagement, A Report to Government*, p. 12. <http://www.berr.gov.uk/files> accessed 17Feb10.



World-Class vs. Average Organizations

In world-class organizations, the ratio of engaged to actively disengaged employees is nearly 8 to 1.

In average organizations, the ratio of engaged to actively disengaged employees is 1.5 to 1.

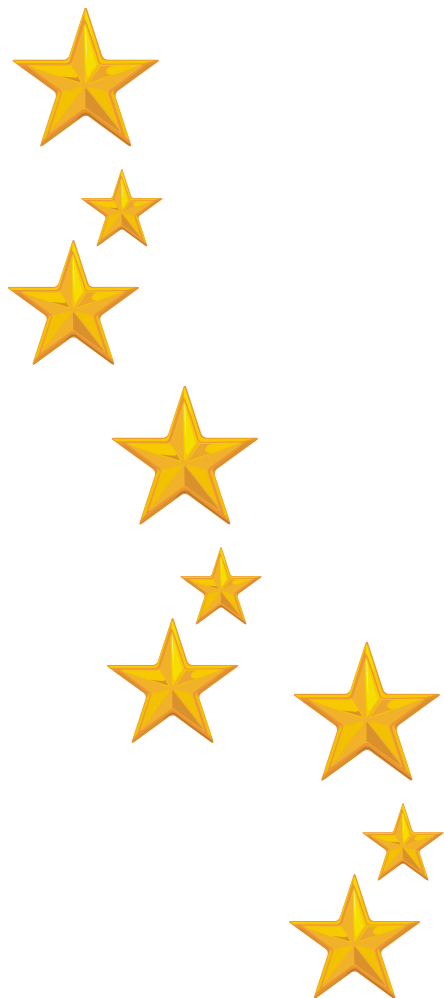


Adapted from <http://www.gallup.com/consulting/52/employee-engagement.aspx>,
accessed on 28Jan19



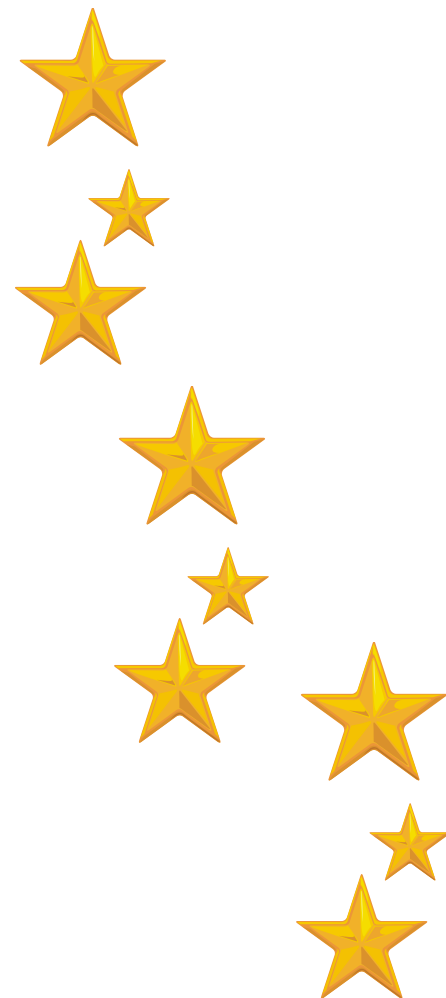
Interactive!

Engagement/Acknowledgment Scenarios



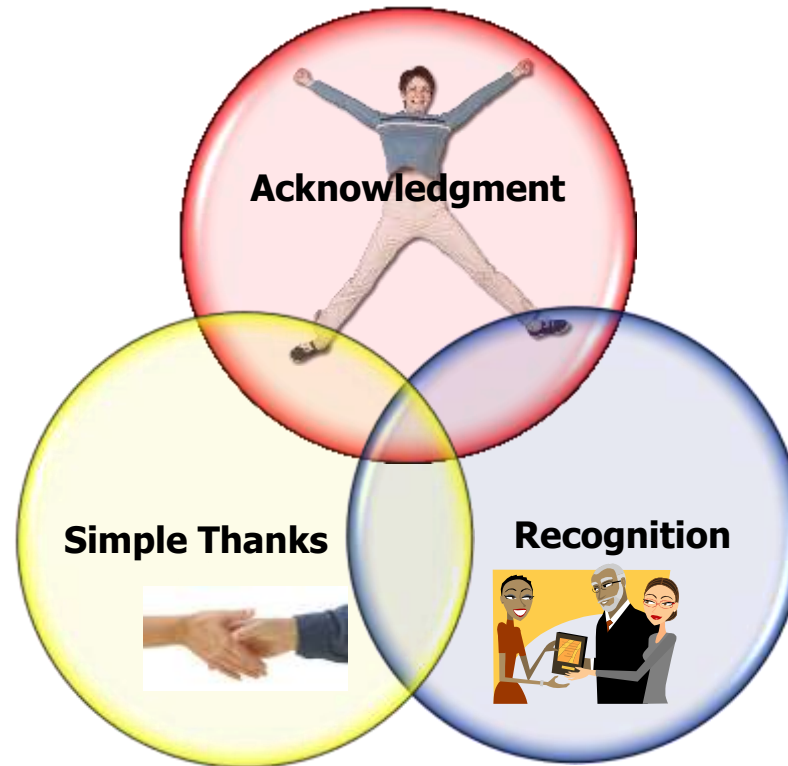
Interactive!

Class Survey





The Appreciation Paradigm





Interactive!

Recognition vs. Acknowledgment



Why Be a Grateful Leader? In Their Words

Primitivo Davis

Brigade Chaplain, Third Brigade Combat Team – U.S. Army



Being a Grateful Leader means that I use my sphere of influence to better individuals, who in turn better others, which in turn betters the world...



The Acknowledgment Process



Consciousness
Choice
Courage
Communications
Commitment



The Acknowledgment Process



Consciousness



The Acknowledgment Process

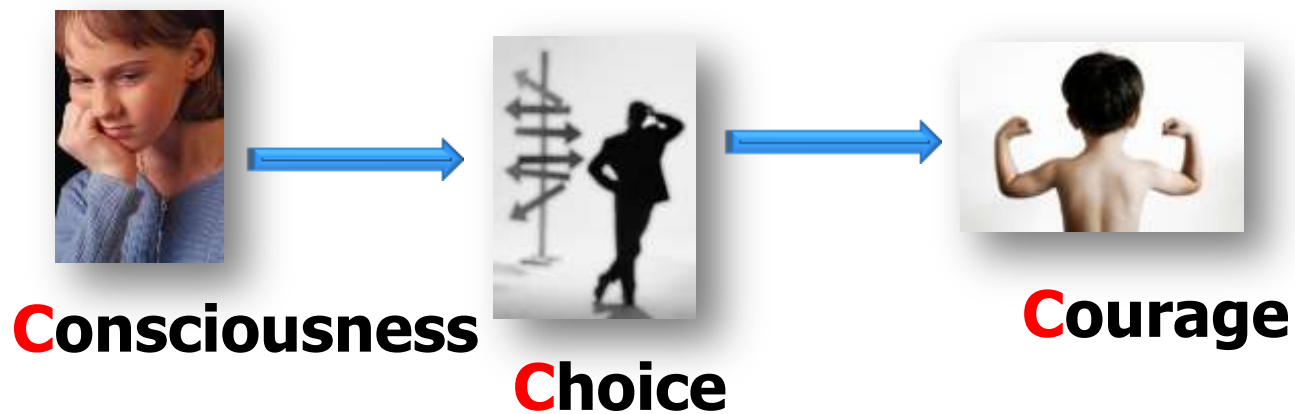


Consciousness

Choice



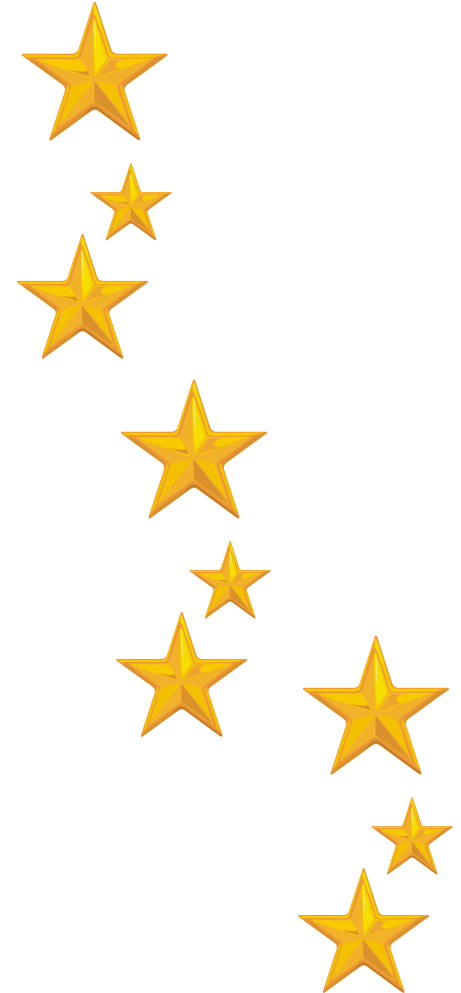
The Acknowledgment Process





Interactive!

**Vulnerability and Leadership
(video)**





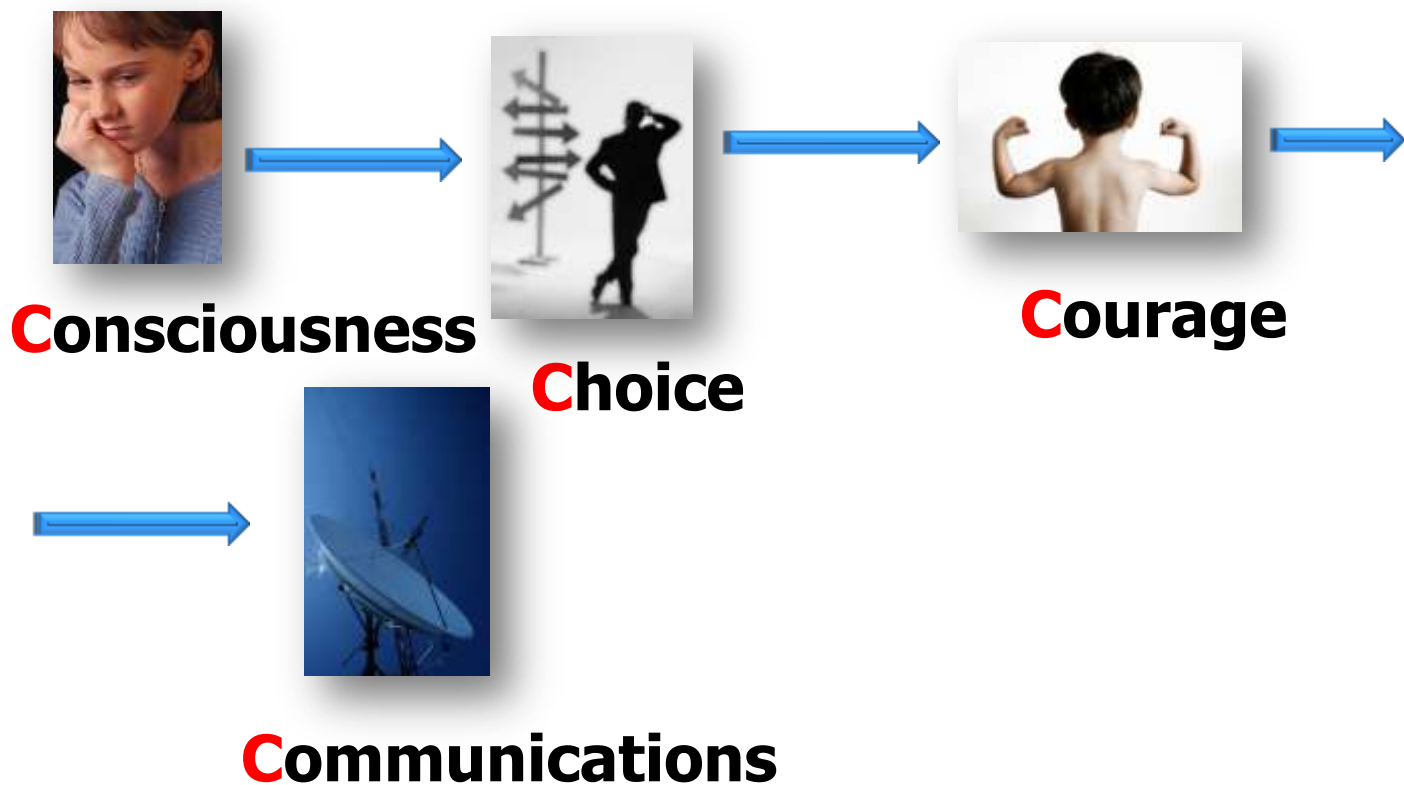
Judy's IPMDay Keynote Address!



**From Cowardly Lion to
Lion-hearted Leader**



The Acknowledgment Process





What are different ways to practice acknowledgment?



Hand-written letter



E-mail



Public
announcement to
company



Phone call



Text message



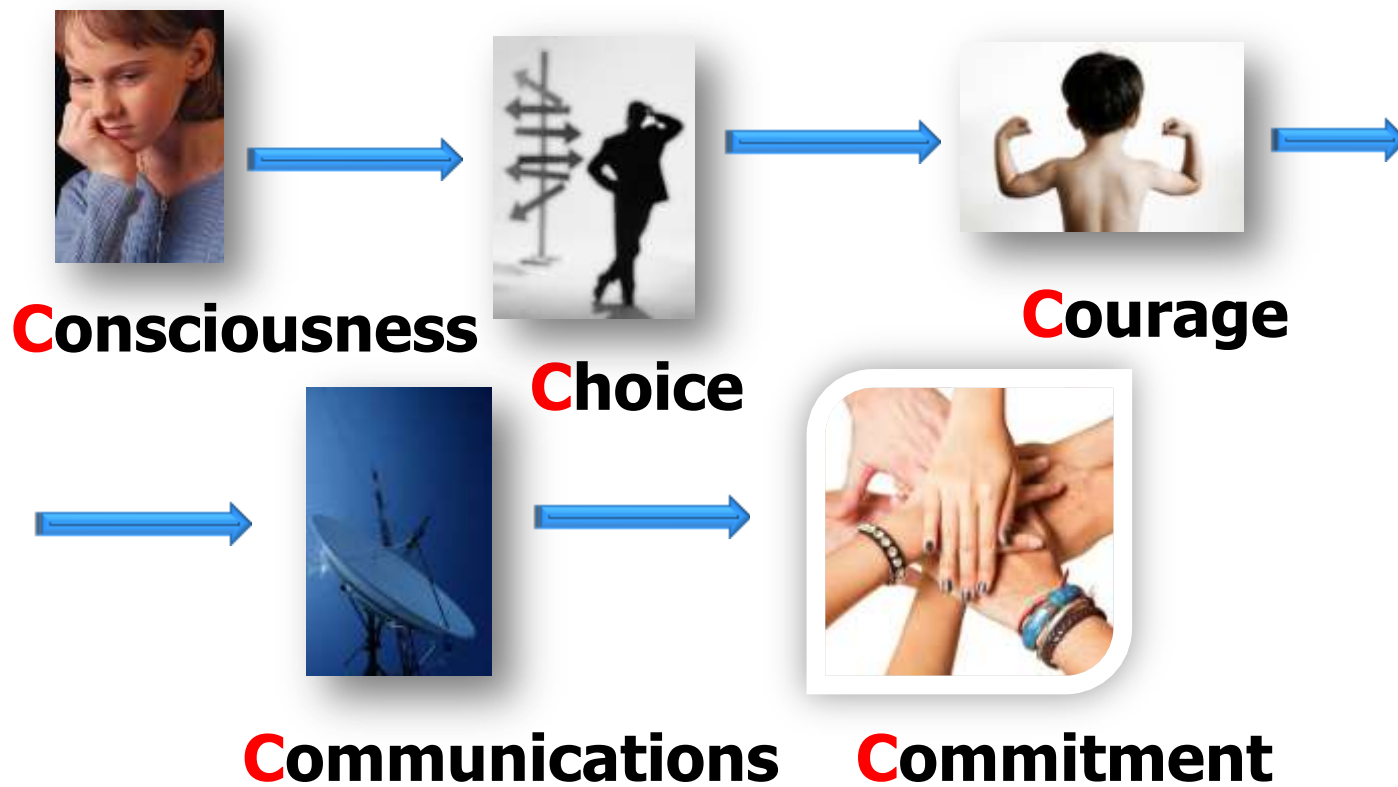
Face-to-face
acknowledgment



What else?



The Acknowledgment Process





High-Interest Benefits Principle #1

*Acknowledgment is deserved
by many*





High-Interest Benefits Principle #2

*Acknowledgment builds trust
and creates powerful
interactions*





High-Interest Benefits Principle #3

*Acknowledgment diffuses
jealousy and envy*



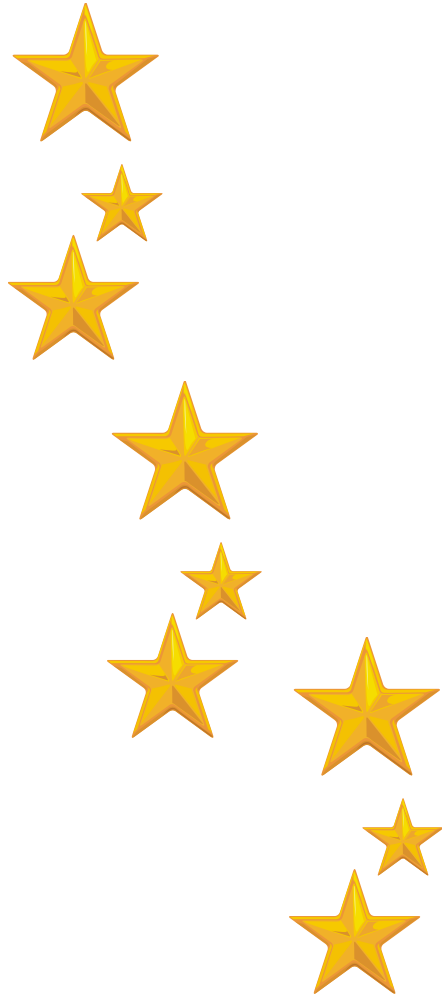


High-Interest Benefits Principle #4

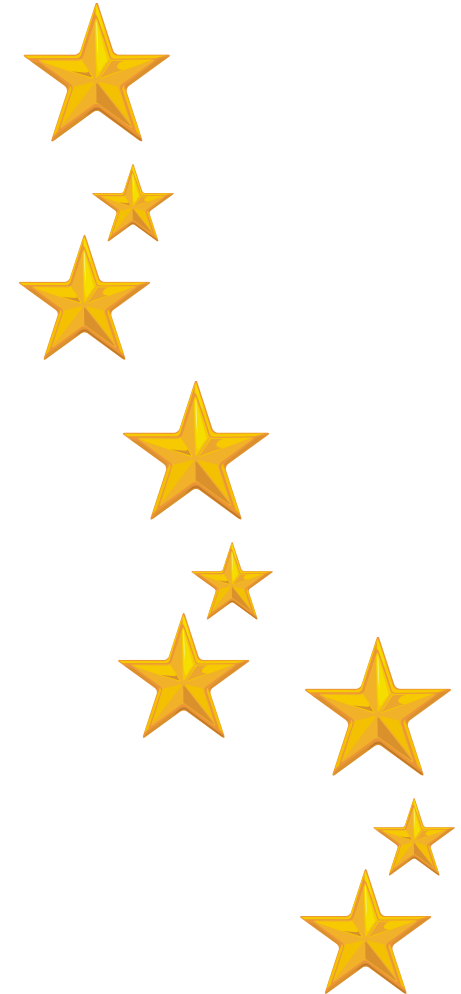
*Acknowledgment energizes
people –*

*Lack of acknowledgment
weakens them*





Interactive!
Reach out right now to
acknowledge someone!





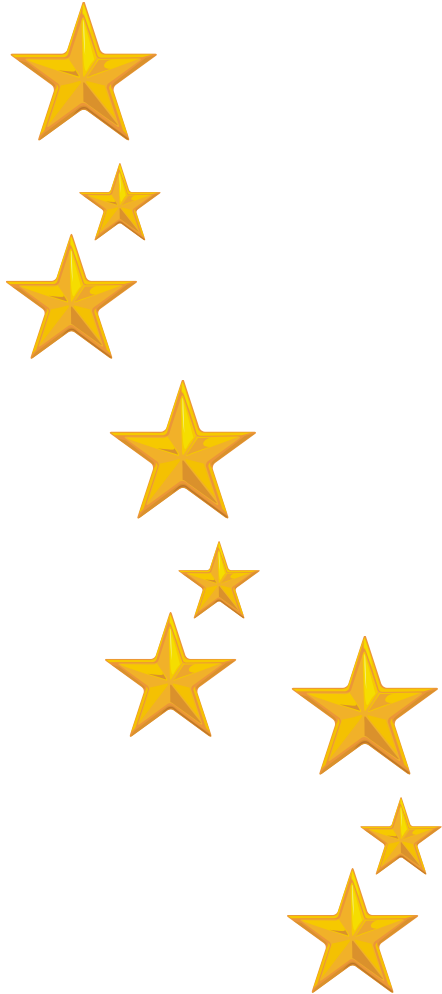
High-Interest Benefits Principle #5

*Acknowledgment can make a
profound difference*





Interactive!
Acknowledge yourself!





High-Interest Benefits Principle #6

*Acknowledgment improves
physical and emotional
well-being*





High-Interest Benefits Principle #7

Acknowledgment needs to be practiced in different ways





Interactive!

Knock Your Socks off
Acknowledgment Exercise!™



In Closing...

"...one person can be a change catalyst, a "transformer" in any situation, any organization. Such an individual is yeast that can leaven an entire loaf. It requires vision, initiative, patience, respect, persistence, courage, and faith to be a transforming leader."

Stephen R. Covey, *Principle-Centered Leadership*



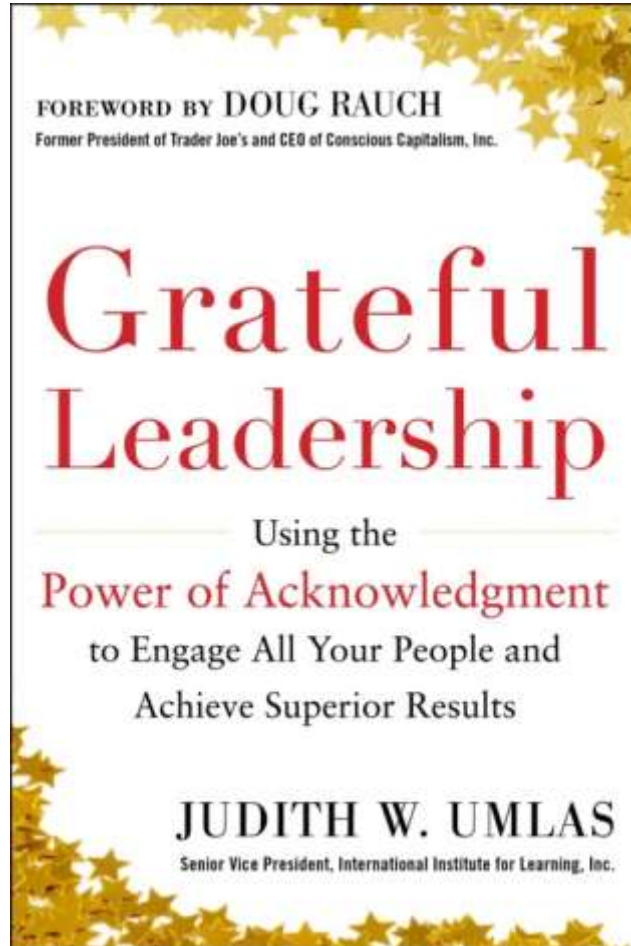
The End =
the **BEGINNING!**

Course Follow-Up

Grateful Leadership Action Plan™
With Peer Coaching!



Grateful Leadership Book – Discount



To order the hard cover book at a 15% discount, go to:

www.iil.com/bookstore

Use discount code "**PMIGL**" at checkout



IPMDAY 2015: Ensuring A Sustainable Future
Live Date: 05 NOV 2015 | Earn 20 PDUs | Price: \$45 USD



The PMI Buffalo Chapter is a proud
reseller of this event.

Register at www.pmibuffalo.com



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Like me on Facebook:

www.facebook.com/GratefulLeadership

Recommend me on LinkedIn: Judith Umlas



***Go Grateful!
Have the courage to learn,
the vision to lead,
and the passion to grow!***