

# GRATITUDE IN THE WORKPLACE; GOING BEYOND THE TRANSACTIONAL THANK YOU.

BY JOELLE MONACO

grati:tude; the quality of being thankful; readiness to show appreciation for and to return kindness.

Most of us grew up being reminded to say thank you, but what happens as we age and eventually enter the workforce? Is it that we forget, or is it that our expectations change? I'm sure many of us can reflect on a culture of thanklessness that exists socially but, more importantly, in the workplace. While we may think this is just the way it is, it's essential to recognize the positive impacts that gratitude can create, especially in the workplace, and the need to create change.

Given the increased awareness of workplace wellbeing, it's a perfect time to recognize gratitude's importance and essential role in the workplace. Gratitude affects how we think, which impacts how we feel, and, you guessed it, which impacts how we act. Gratitude also causes us to shift our mindset from a finite mindset to an infinite mindset.

Studies have found some of the most significant impacts of integrating gratitude in the workplace are,

- An increase in empathy and emotional intelligence

- A reduction in the effects of the negative stress hormone known as cortisol
- An increase in an individual's wellbeing
- Stronger interpersonal relationships

According to the Greater Good Science Center at UC Berkeley, "research suggests that gratitude inspires people to be more generous, kind, and helpful; strengthens relationships, including romantic relationships; and may improve the climate in workplaces." We all play an essential role in the workplace; consider how you can incorporate gratitude into our workplace culture and model the behaviors you hope to see in others.

Three ways to increase gratitude in the workplace today are:

- Identify things you are personally grateful for at the start of each day
- Express a genuine appreciation for something someone has done
- Be grateful for efforts, not outcomes

Gratitude is no longer a transactional thank you in the workplace; it's about expressing genuine appreciation for your current surrounding.

**Lead by example,  
Joelle M. Monaco**

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