



Giving thanks

If you're thinking about using the Thanksgiving season as a time to be more grateful and complimentary to customers, coworkers, and supervisors, you don't have to make it a big production. Just be natural about it — and keep in mind the following do's and don'ts for expressing appreciation and gratitude from Joe Takash, author of *Results Through Relationships*:

Do:

- Use the person's name while communicating gratitude.
- Employ handwritten expressions of gratitude whenever possible.
- Use body language and tone of voice to communicate sincere appreciation.
- Be specific in noting behaviors and traits for which you are grateful.
- Say what you mean and mean what you say.

Don't:

- Qualify your expression of gratitude with negative comments or use it to ask for favors.
- Brag about your own accomplishments while you are complimenting someone else.
- Turn your gratitude into a joke by being sarcastic or making fun of an accomplishment.

