

Karen Mathews & Associates Newsletter

Intentional Leadership - Gratitude

December 2007

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Karen Mathews and Associates can help.

Is your business ready for better results? Contact Karen Mathews & Associates to find out how we can help take your leadership and company to the next level. Call 408-988-2361 or email us by [clicking here](#).

www.karenmathews.com

Greetings!

As a leader of my business, I reflect on this past year on the many accomplishments, great and small, I am grateful to the many that have supported me. I could not have done it without faith, hope and help. Particularly, during the holiday season, I am reminded of how much gratitude enriches my experience personally and professionally.

We the willing, led by the unknowing, are doing the impossible for the ungrateful. We have done so much, with so little, for so long, we are now qualified to do anything, with nothing. The Metro Para pledge

- **Leading from Gratitude (Read Time: 4 minutes)**

What does gratitude have to do with leadership anyway? Well like John Grey says "Every man knows that when his wife is grateful for the little things he does, he wants to do more." So it is with most people. When we are grateful to the people that we are leading for their efforts and energies they pour into their assignments, they want to do more because it feels good to be appreciated. Simply, people want to feel good and they will respond positively to appreciation.

There has been a lot of research on the topic of motivation and rewards. This is not about that topic. This is about taking a few minutes to periodically speak with every one of your reports, direct or not, in person to say "Thank you for your hard work and efforts." I had a Division Manager a long time ago that would come in at 6am to talk to as many of his lowest reports before their supervisors came in so he could build relationships with us and find out what was really going on. He never failed

business and have a life? We so often beat ourselves up for even the smallest mistake and yet we don't give ourselves credit for the many things we do right. I invite you to take a few moments to reflect on the demands and responsibilities that you step up to every day and hold gratitude to yourself in body, mind and spirit for doing so.

I know that at first it feels like you might be taken away with flights of an artificially inflated ego. This is really not about ego and pride; it is about loving ourselves and supporting ourselves so that we may hold more gratitude for others and what they do for us and our companies. When we think about something we are proud of, it feels very different from gratefulness. Many of us have been brought up to think that to love ourselves and really hold ourselves in high esteem is being conceited. But it is not. Our egos cannot go that deep.

Are you having challenges with productivity? Does your organization have low morale? Do you have unhappy employees that derail your best efforts? If you need solutions that are fast and lasting with a huge ROI, then give us a call at: 408-454-0135 or email us info@karenmathews.com. We have solutions to overcome these issues and get to the heart of the matter quickly. With our proprietary techniques we have helped turn the workplace bully into employee of the month for a small investment and in only four sessions. We have a no risk guarantee of our work.

You get more of whatever you focus on. Consequently, you get more to be grateful for. That would apply to both yourself and others. A method I like to use, that is successful in modifying behavior, is "Appreciative Inquiry". This approach is amazing in how well it works. It is simple to execute - only notice and acknowledge those behaviors that you appreciate and ignore those you don't. Our programming is to focus on what we or another person is doing wrong and criticize them for it while ignoring what they're doing well. This really doesn't work well and is painful. Our tendency is to focus on problems and try to solve them. That is a good thing but applying that to people has lots of negative repercussions.

That's not to say people should not be held accountable. One effective strategy is to acknowledge the shortfall then let the person know that you trust them to complete the project to meet the requisite objective. Ask if they are missing some resource in order to finish it as directed. When targets are missed, it's often times because people don't have what they need, e.g. the know-how, the time or other resources to accomplish their goal. People will usually give their best effort. No one comes to work with the thought of "I'm really going to mess up today." Be sure that you have reasonable

expectations and still show appreciation.

To learn more about Appreciative Inquiry I recommend "The Thin Book of Appreciative Inquiry" by Sue Annis Hammond.

See www.karenmathews.com

• **Workshop-Clinic for Rebuilding Trust--Proven Techniques for Recovering Trust**

"Whether you're on a sports team, in an office or a member of a family, if you can't trust one another there's going to be trouble." Joe Paterno, Head Football Coach

Due to popular demand, Karen Mathews, www.karenmathews.com and Mary Hiland, www.hiland-assoc.com are offering a workshop and clinic on techniques to rebuild trust when it has been damaged. You will learn how violations of trust affect your organization and how to use their proven techniques to get your business or organization back on track for success. In this workshop you will learn how to effectively:

- Rebuild and strengthen relationships
- Skill building in having difficult conversations
- Gain confidence in situations where there is potential for conflict
- Restore trust

SPACE IS LIMITED - RESERVE YOUR PLACE TODAY

Time and Date: 2:00 PM - 4:30 PM Friday, January 18, 2008

Location: 4701 Patrick Henry Ave. Suite 701, Santa Clara, 95054

Price: \$75 per person, \$65 for second person and \$50 for third person.

Register to reserve your space now by calling (408) 454-0135 or email info@karenmathews.com

See www.karenmathews.com