

The Power of Authentic Gratitude

Course Code

SSBS164

Duration

1 Day

Format

Classroom | Classroom/Virtual | Virtual

Overview

Recognition and acknowledgement are identified as the principal factors behind long-term motivation, task accountability and staff engagement. In remote and hybrid working contexts this vital skill in building staff competency and autonomy can be forgotten or under-valued. Recognising and expressing gratitude for a job well done or for going the extra mile, can build trust, motivate and inspire staff. Building autonomy and self-reliance supports high performance so that staff can contribute to and experience the benefits of a dynamic working environment.

This half-day workshop allows managers and leaders to build their skills and capacity for gratitude in order to create a positive and collaborative workplace culture.

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Objectives

To understand the importance of gratitude for supporting staff and learn how to use it for high impact feedback.

Content

- Authentic Gratitude
- The difference between gratitude, thank-you and acknowledgement
- Gratitude Assessment
- Measuring my capacity for gratitude
- Exploring how to express gratitude assertively
- The Five Fundamental Needs at Work
- Identifying own needs and those of staff
- How to support staff in meeting fundamental needs at work
- Feedback
- How to give feedback that empowers
- Trust at Work
- Using authentic gratitude to build collaboration and trust in teams

Who Should Attend

This course is suitable for all Leaders, Managers and anyone supervising the work of others.

It is also suitable as part of a team development programme for building collaborative teamwork skills.

Prerequisites

There are no prerequisites for this course.

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