



## Say Thank You and Mean It

How do you say “Thank you” and mean it? Nothing is worse than tossing out empty words. Nothing will backfire like implementing wooden “leadership” techniques on people.

The key is to be sincere and specific. Articulate *what* a person has contributed and *how* that contribution made a difference.

Practice completing the following sentence. Don’t let its simplicity fool you!

**Thank you for**

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*what was done in specific and concrete detail*

**because**

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*it made this beneficial and measurable difference*

Use this tool as a means to increase your awareness of the contributions being made on your team. Taking intentional notice of a specific contribution and making the effort to communicate appreciation and understanding of its value will enhance your credibility as a leader worth going the extra mile for.

On your side,

Karl D. Edwards