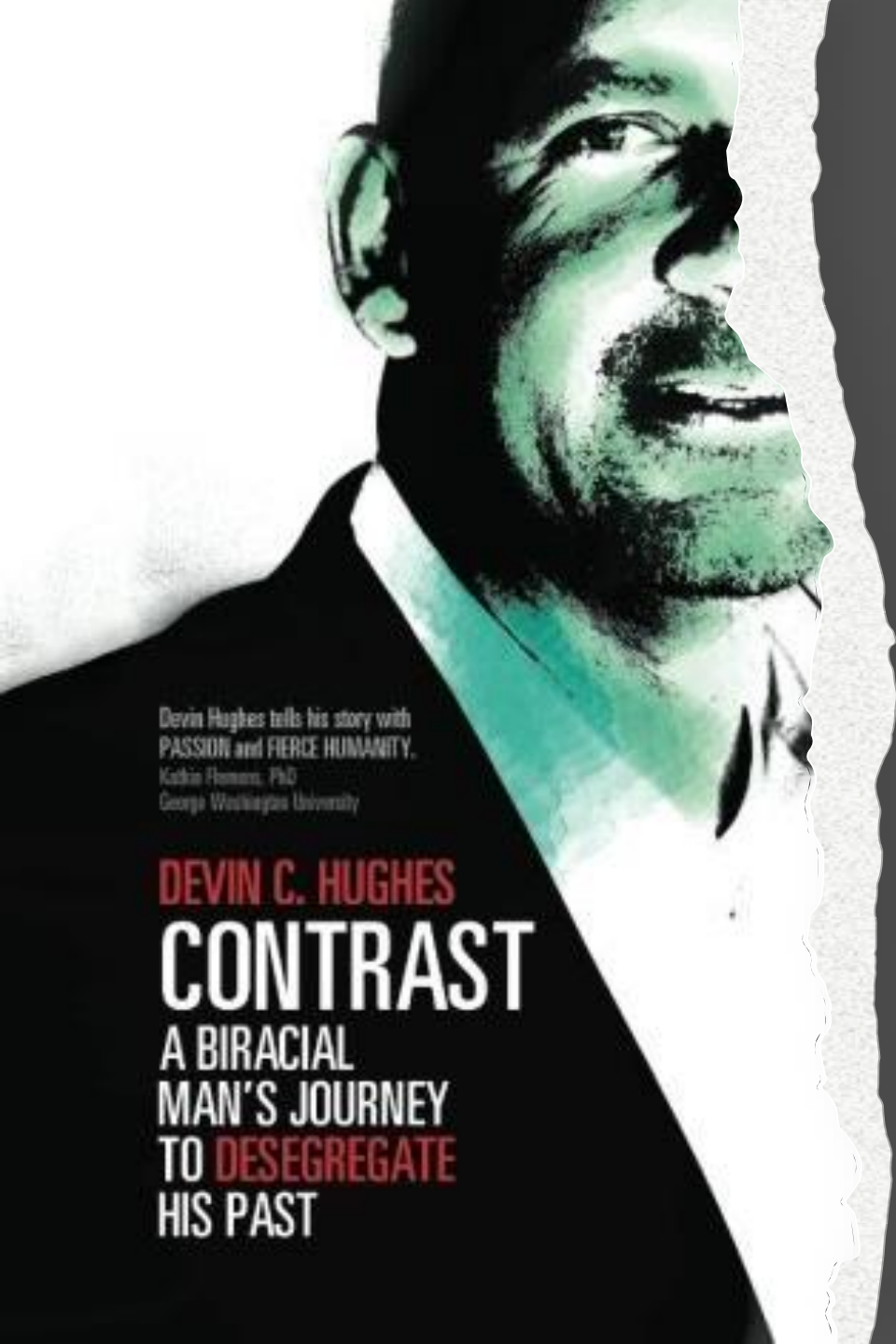


A futuristic 3D visualization of data. The background features a large, semi-transparent globe with a grid of latitude and longitude lines. A red dotted line graph is overlaid on the globe. Surrounding the globe are various data visualization elements: a 3D bar chart with red and blue bars, a circular chart with red and blue segments, and a network of red and blue nodes connected by lines. The overall aesthetic is clean, modern, and high-tech.

# THE GRATITUDE EFFECT UNLEASHING THE POWER OF APPRECIATION AT WORK

Devin C. Hughes



Devin Hughes tells his story with  
PASSION and FIERCE HUMANITY.  
Kathie Flowers, PhD  
George Washington University

**DEVIN C. HUGHES**  
**CONTRAST**  
A BIRACIAL  
MAN'S JOURNEY  
TO **DESEGREGATE**  
HIS PAST

# Devin C. Hughes



# Three Findings

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- ✓ Gratitude is an Advantage.
- ✓ Gratitude is a Choice.
- ✓ Gratitude Spreads.

# Benefits of Gratitude

were **31%**  
more  
productive

Were **6**  
times more  
engaged

Were **39%**  
more likely  
to live to  
age 94

Achieved  
**56%** Greater  
Sales

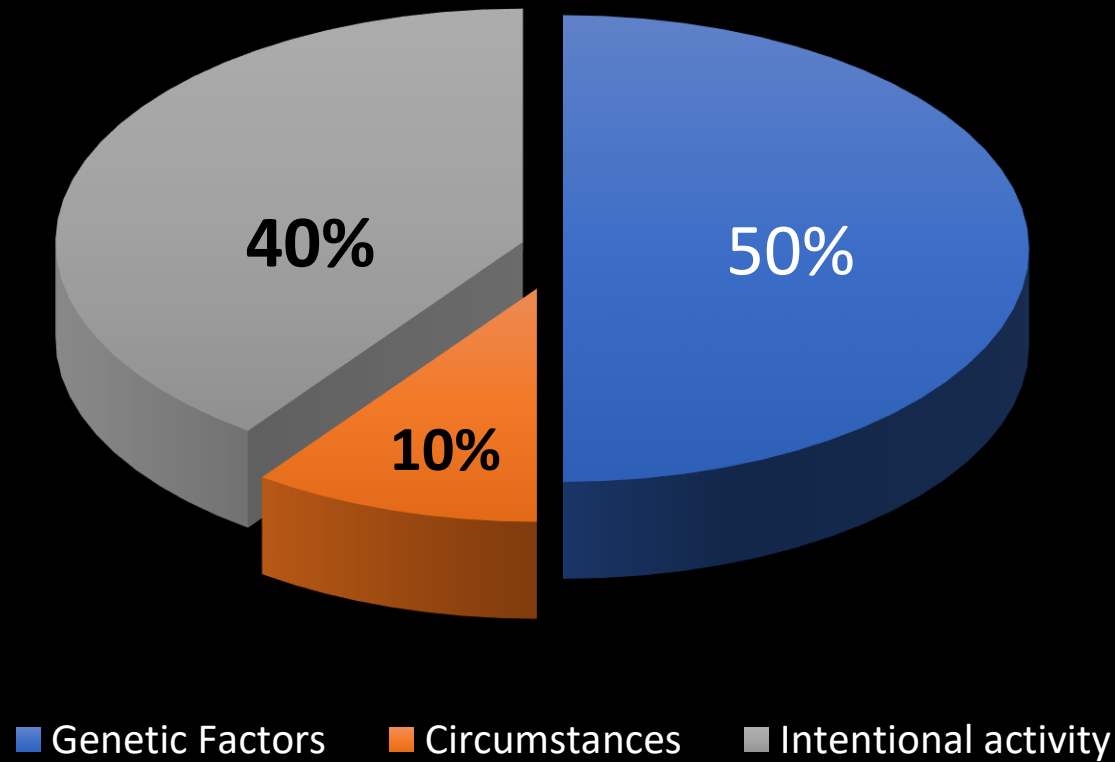
Reported  
**23%** fewer  
fatigue  
symptoms

were **40%**  
more likely to  
receive a  
promotion

Were **3**  
times more  
creative



# Factors that affect wellHbeing



# BUILDING A CULTURE OF GRATITUDE

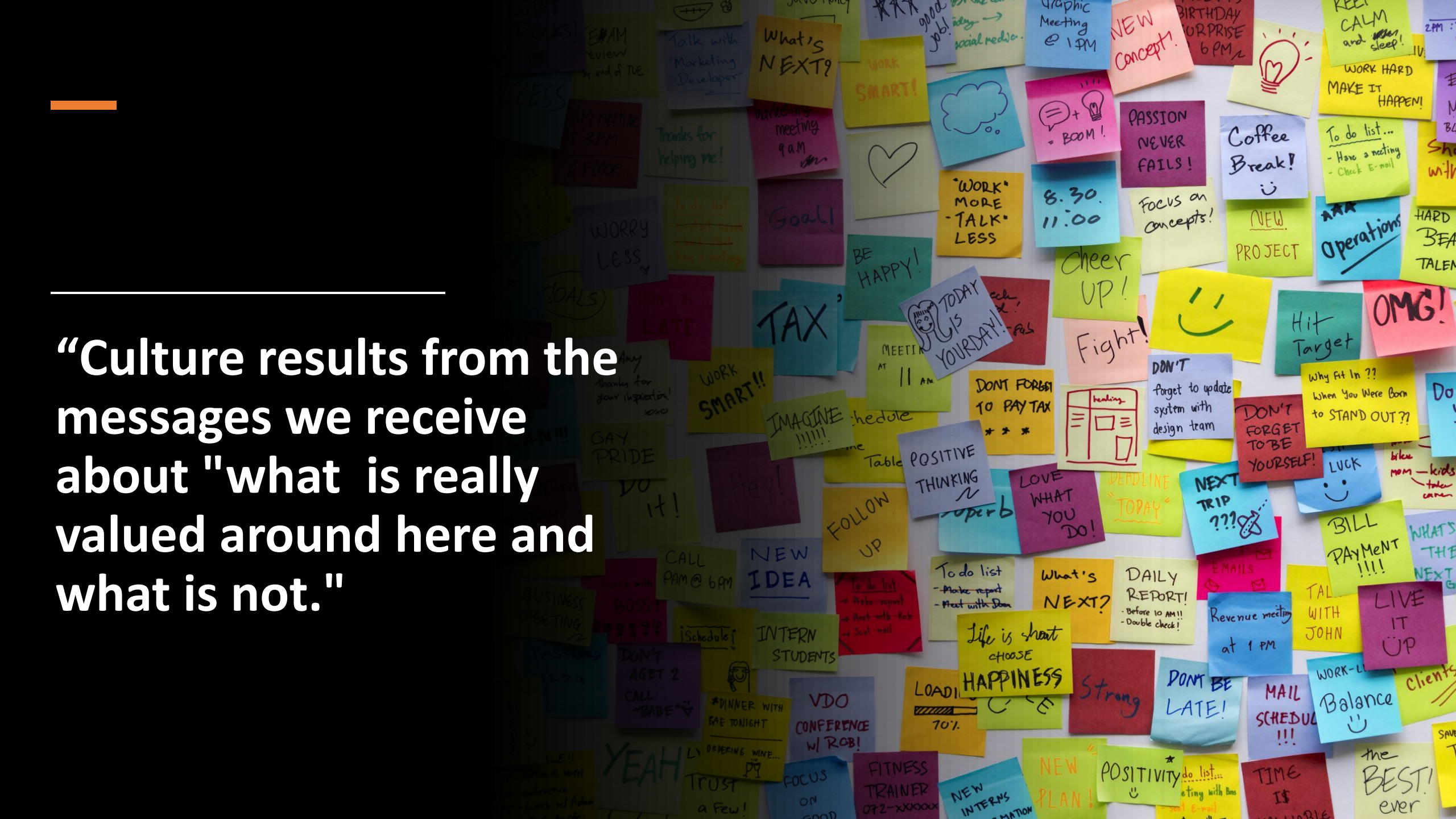


WHAT IS  
CULTURE?

HOW DO WE  
TRANSFORM IT?

HOW DO WE  
SUSTAIN IT?

TOOLS

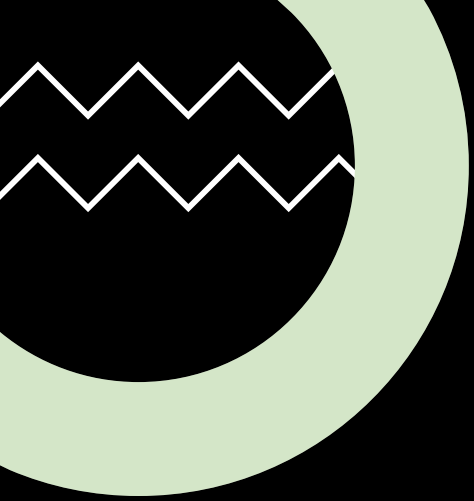


“Culture results from the messages we receive about “what is really valued around here and what is not.”

## Defining Organizational Culture







Three key elements define high-performing cultures:

- ✓ Belonging: “We are close”
- ✓ Psychological Safety: “We feel safe”
- ✓ Alignment: “We share a future”



# **BUILDING AN CULTURE WHERE PEOPLE FEEL LIKE THEY BELONG**

WHAT IS  
CULTURE?



HOW DO WE  
TRANSFORM IT?

HOW DO WE  
SUSTAIN IT?

TOOLS

**ARE RECOGNITION  
AND APPRECIATION  
THE SAME THING?**

# **RECOGNITION VS APPRECIATION**

**✓ Recognition is about giving positive feedback based on results or performance.**





# RECOGNITION VS APPRECIATION

**Appreciation, on the other hand, is about acknowledging a person's inherent value. The point isn't their accomplishments. It's their worth as a colleague and a human being.**

**In simple terms, recognition is about what people do; appreciation is about who they are.**

**If you focus solely on praising positive outcomes, on *recognition*, you miss out on lots of opportunities to connect with and support your team members — to *appreciate* them.**

# Languages of appreciation in the workplace

Language of Appreciation	Description of Language	Workplace Examples
<i>Words of Affirmation</i>	Communication of positive personal sentiments	Verbal recognition and written compliments
<i>Acts of Service</i>	Expressive actions that require planning and effort	Offering help to a coworker with their workload, clearing the lunch table, and special perks
<i>Quality Time</i>	Being with someone and giving them your undivided attention	Team building activities, group lunches, and volunteering together
<i>Gifts</i>	Something tangible that serves as a symbol of caring	Gift cards, bonuses, and coffee
<i>Physical Touch</i>	Appropriate touch perceived as appreciation	High fives, handshakes, and fist bumps (remember to ask first!)

# **BUILDING AN CULTURE WHERE PEOPLE CAN THRIVE**

WHAT IS  
CULTURE?



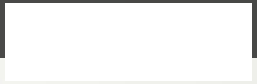
**HOW DO WE  
TRANSFORM IT?**

HOW DO WE  
SUSTAIN IT?

TOOLS



# WORK RELATIONSHIPS





# TELL YOUR STORY!

- ✓ **The more we get to know and understand our colleagues, the more we can trust each other.**
- ✓ **It never fails to amaze me how much people don't know about their colleagues and how sharing personal stories deepens relationships.**





**MOMENTS**

# DROPBOX

- ✓ **“Smiling Cupcake”**
- ✓ **One of Dropbox’s five core values is simply an image of a smiling cupcake.**
- ✓ **When Dropbox makes an offer to a new employee, the employee receives a special delivery at home: a cupcake kit in a beautifully designed box.**
- ✓ **This ritual reflects Dropbox’s fun nature, and brings delight to its employees—even before they’ve joined the company.**



# GOOGLE

**Many people join Google's ranks and they've their own special name: Nooglers.**

**"Noogler" is a portmanteau of "new Googler."**

**On their first Friday, all Nooglers are obliged to wear a special propeller beanie hat that bears the Google colors, with the word "Noogler" written at the front.**



# AIRBNB

**At Airbnb, employees form a human tunnel through which new employees run.**

**This rite of passage is practiced at the end of all-company meetings to make new employees feel that they belong.**



