

*Today's Facilitators*  
*Office of Quality and Safety, Care Experience*



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## *The Office of Quality and Safety, Care Experience*

We focus our staff on providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors.



# *Gratitude in the Midst of Crisis*

Appreciation and Gratitude's Healing Power



# Locating our Emotions



# Defining Gratitude and Appreciation

Researchers define **appreciation** as the act of acknowledging the goodness in life—in other words, seeing the positives in events, experiences, or other people (like our colleagues). **Gratitude** goes a step further: It recognizes how the positive things in our lives—like a success in your personal lives or at work—are often due to forces outside of ourselves, particularly the efforts of other people.

Think of someone or something you **appreciate** in your life - hold them/it in your mind as we explore this training and keep reflecting on how **gratitude** shows up in that relationship.

# Understanding Gratitude

We can **FEEL** Grateful

We can **EXPRESS** Our Gratitude

We can **RECEIVE** expressions of Gratitude

Think about your relationship with these forms of **gratitude**? Do you have an abundance or deficit of these in your life? How is Covid-19 affecting your relationship with these forms of **gratitude**?

# Identifying the Challenge

Crisis Amplifies Our Perception of Negativity





<https://www.youtube.com/watch?v=zjjL9T-7gbM>

# Are We Only the Product of Our Circumstances?

How Our Outlook Can Shape Our Emotional Reality





## *COVID-19 is Eroding Our Perception of Our Emotional World*

- We are turning UP the volume on the perception of negativity. This negativity bias hinders **gratitude**.
- As everything is in a state of change around us, we don't like being more reliant on others. It's discomfoting to be in a place of need.
- We're anxious that others aren't looking out for us, so we need to do even more to look out for ourselves.
- When we don't **feel** an environment of gratitude, we might become apprehensive to **express** gratitude if we aren't also **receiving** it.



# *But There is Good News!*

We are in control of how we choose to see our circumstances. We can choose to see adversity as opportunity.

Utilizing this crisis situation, we can take time to grow new habits and mindsets around **gratitude** and **appreciation** in ourselves and our teams.

We can be the change we want to see in our world.



# Team Gratitude Habits

Building a Community of Gratitude



## *Communities or Teams With Gratitude Have These Habits*

### Consider Peer-to-Peer Recognition

Recognition from peers can have as much impact as it does from management. The people you work with know what you're doing on a daily basis. When your co-workers say "thank you," the impact is very meaningful. So make it easy for employees to recognize each other. Organizations with successful recognition programs make them flexible and social, allowing anyone in the company to recognize anyone else.



## *Communities or Teams With Gratitude Have These Habits*

### Adapt Your Style of Recognition



Not every employee will appreciate a public display of gratitude. Think about the person you're recognizing and if they would prefer to be acknowledged publicly or privately. Also consider who should deliver the recognition. Choose someone who would deliver the message with the most meaning. Maybe it's their manager, a co-worker or someone in upper management. Finally, if you're recognizing someone with a note, make sure it's hand-written!



# Communities or Teams With Gratitude Have These Habits

## Praise to Criticism Ratio

According to research by the Harvard Business Review, top performing teams give each other more than five positive comments for every criticism. Positive feedback reinforces ideal behavior. You can motivate an employee to work with more determination and creativity by implementing this ratio.



# Your Superpower in Your Life is Your Authenticity

People **Receive** Gratitude Best When It Is **Felt** and  
**Expressed** Authentically

- Write thank-you notes to colleagues who have helped you with a task or just to recognize a job well done by them
- If someone needs help on a project, offer help without expectation
- Share your knowledge by offering to support or mentor a colleague in need
- Help create recognition programs for people in your unit
- Be sincere! - Have your tone and body language match your words



Direct  
Report

“Thank you for giving me the peace of mind to know everything will be accomplished successfully.”

Supervisor

“Thank you for clearing obstacles in my path so I can do my best work.”

Patient

“Thank you for putting your trust in me.”

You

Friends  
and  
Family

“Thank you for me the support to feel connected and safe during my personal time.”

Colleague

“Thank you for partnering with me to make this team work.”





## *Why is Gratitude so Important?*

- In positive psychology research, **gratitude** is strongly and consistently associated with greater happiness
- **Gratitude** helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships



## *Practices to Cultivate Gratitude Within*

***Write a thank-you note to yourself:*** Make a habit of leaving notes of gratitude to yourself around your home, in your wallet, in your office at your cubicle

***Thank someone mentally:*** It may help just to think about someone who has done something nice for you, and mentally thank the individual

***Keep a gratitude journal:*** Make it a habit to write down

***Count your blessings:*** Pick a time every week to sit down and write about your blessings; As you write, be specific and think about the sensations you felt when something good happened to you.

***Pray:*** People who are religious can use prayer to cultivate gratitude

***Meditate:*** Mindfulness meditation involves focusing on the present moment without judgment



*According to Amy Morin: Mental Strength Trainer  
and International Bestselling Mental Strength  
Author:*

**7 Scientifically Proven Benefits Of Gratitude That Will Motivate  
You To Give Thanks Year- Round**



## ***Gratitude Opens the Door to More Relationships:***

*Not only does saying “thank you” constitute good manners, but showing appreciation can help you win new friends, according to a 2014 study published in Emotion*

- *Study found that thanking a new acquaintance makes them more likely to seek an ongoing relationship; whether you thank a stranger for holding the door or you send a quick thank-you note to that co-worker who helped you with a project,*
- *Acknowledging other people’s contributions can lead to new opportunities*



***Gratitude Improves Physical Health:*** *Grateful people experience fewer aches and pains and they report feeling healthier than other people, according to a 2012 study published in Personality and Individual Differences*

- *Grateful people are also more likely to take care of their health*
- *They exercise more often and are more likely to attend regular check-ups with their doctors, which is likely to contribute to further longevity.*



## ***Gratitude Improves Psychological Health:***

*Gratitude reduces a multitude of toxic emotions, ranging from envy and resentment to frustration and regret.*

*Robert A. Emmons, Ph.D., a leading gratitude researcher, has conducted multiple studies on the link between gratitude and well-being*

- *Research confirms that gratitude effectively increases happiness and reduces depression*



***Gratitude Enhances Empathy and Reduces Aggression:*** *Grateful people are more likely to behave in a prosocial manner, even when others behave less kind, according to a 2012 study by the [University of Kentucky](#)*

- *Study participants who ranked higher on gratitude scales were less likely to retaliate against others, even when given negative feedback*
- *They experienced more sensitivity and empathy toward other people and a decreased desire to seek revenge*



***Grateful People Sleep Better:*** *Writing in a gratitude journal improves sleep, according to a 2011 study published in Applied Psychology: Health and Well-Being*

- *Spend just 15 minutes jotting down a few grateful sentiments before bed, and you may sleep better and longer*





***Gratitude Improves Self-esteem:*** *A 2014 study published in the Journal of Applied Sport Psychology found that gratitude increased athlete's self-esteem, which is an essential component to optimal performance; Other studies have shown that gratitude reduces social comparisons*

- *Rather than becoming resentful toward people who have more money or better jobs – which is a major factor in reduced self-esteem- grateful people are able to appreciate other people's accomplishments*



***Gratitude Increases Mental Strength:*** *For years, research has shown gratitude not only reduces stress, but it may also play a major role in overcoming trauma. A 2006 study published in Behavior Research and Therapy found that Vietnam War Veterans with higher levels of gratitude experienced lower rates of Post-Traumatic Stress Disorder; A 2003 study published in the Journal of Personality and Social Psychology found that gratitude was a major contributor to resilience following the terrorist attacks on September 11*

- *Recognizing all you have to be thankful for even during the worst times of your life fosters resilience*



# TAKEAWAYS

## What Gratitude is **Not**:

- Gratitude is not guilting someone into being or feeling thankful



## TAKEAWAYS

Dismissive Behavior is **Not** Gratitude Encouragement

**ie:** at least you have a job; at least you're healthy; at least you're not home quarantined alone; at least you are being recognized as an essential worker and getting preferential treatment



# TAKEAWAYS

**Gratitude is getting along side that individual and saying:**

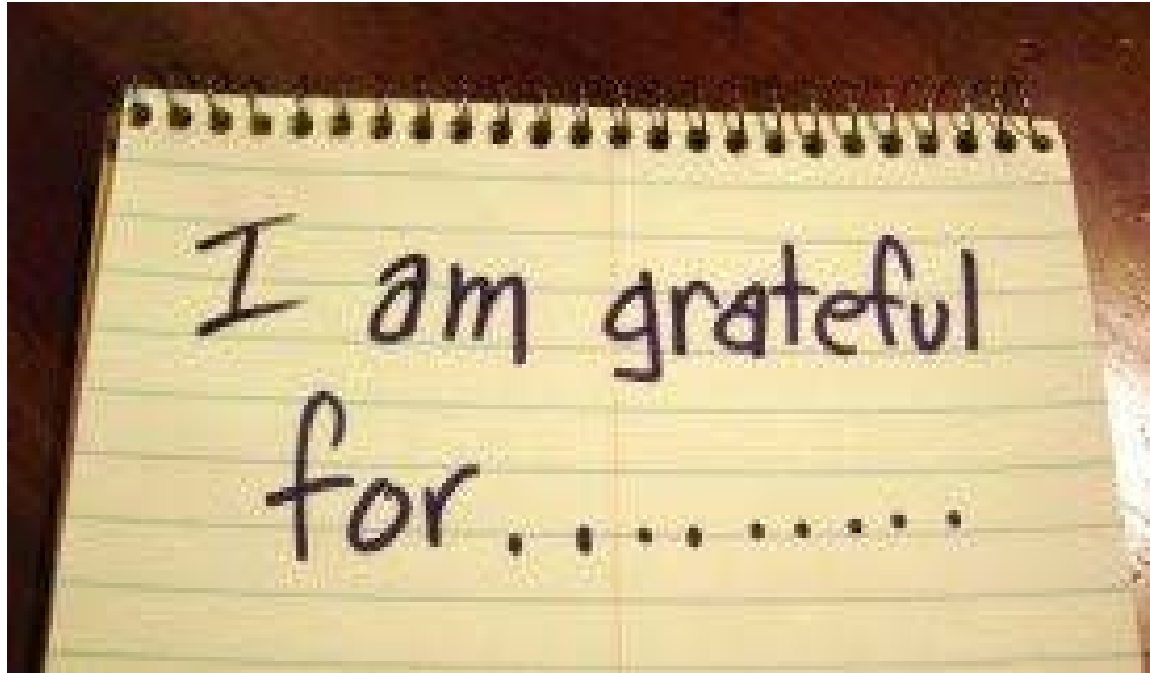
“Even though you feel \_\_\_\_\_ way, I am grateful that you show up everyday”

“I can relate to how you feel and I’m grateful that you are comfortable sharing how you feel with me”

“This is a difficult time for everyone including myself so I'm grateful to have a team member/colleague that I can depend on”



*There's no Time Like the Present*



# Questions?



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# Next Trainings

## Gratitude in the Midst of Crisis

- Thursday, May 21st, from 1 - 2 PM

## Compassion Fatigue

- Tuesday, May 26th, from 11 AM - 12 PM
- Thursday, May 28th, from 1 - 2 PM





## Praise to Criticism Ratio

<https://hbr.org/2013/03/the-ideal-praise-to-criticism>

