

Workers Welcome Thanks

(NAPSA)—It seems that one of the more valuable benefits an employer can offer is also one of the least expensive: saying “thanks.”

A recent survey found that the majority of workers in the U.S. aren’t feeling as appreciated as they would like, with 65 percent of respondents saying they’d like to receive more “thanks” on the job.

But employers would be remiss to simply send a gracious e-mail. Sixty-eight percent of workers said they’d rather be thanked in person than electronically. Even the tech-savvy Generation Y workers (age 18 to 29) still prefer face-to-face recognition.

“Recognizing the value of employees, even with something as simple as a ‘thank you’ for a job well done, is an important aspect of strong employee satisfaction and retention,” says Bernadette Kenny, chief career officer of Adecco Group North America, a company specializing in workforce solutions. “It’s also one of the easiest and most cost-effective things to do. It takes a few moments of a manager’s time.”

Indeed, 78 percent of Generation Y workers said more thanks would generate more motivation.

So what’s the best way to say thanks to employees? Kenny offers these tips:

- **Be Sincere**—Kenny says people have a sixth sense when it comes to sincerity. It’s best to thank people when there’s an opportunity to speak in person and to make eye contact to ex-



Seventy-eight percent of young workers said more thanks from bosses would generate motivation.

press your gratitude with utmost earnestness.

- **Be Specific**—A simple “thank you” is nice, but employees seek feedback as well. If you can be more specific with your appreciative comments, Kenny says, your gratitude will have a greater effect. For example, “Susan, thanks for developing that great proposal, it was just what the client was looking for,” is better than “Susan, thanks for your work.”

- **Be Discerning**—Kenny says that if everyone receives the same level of gratitude all the time for everything, it can minimize the impact of your thanks when someone really goes the extra mile. Be sure to show your thanks in a big way (flowers, gift cards, etc.) when someone does something exceptionally good.

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