

## Humber and North Yorkshire Health and Care Manager's Guide

### The Power of “Thank You” in Health and Care Settings

#### Introduction ... Thank you goes a long way

As a health and care manager, you have the opportunity to foster a positive, supportive, and effective environment for both your staff and our patients, service users and their families and carers.

One of the simplest yet most powerful tools at your disposal is the act of expressing gratitude. A sincere “*thank you*” can have far-reaching effects on staff morale, retention, performance, and ultimately, the quality of patient care. This guide will explore the importance of saying “thank you” and provide practical steps for integrating gratitude into your leadership style.

#### Why Saying “Thank You” Matters

##### 1. Boosts Staff Morale

- Acknowledge your staff’s hard work and dedication.
- Fosters a positive work environment by showing you notice and appreciate your teams achievements.

##### 2. Reduces Stress

- A simple “thank you” helps alleviate stress and helps staff feel supported and valued.

##### 3. Strengthens Relationships

- Gratitude builds trust and respect between managers and staff.
- It fosters a culture of collaboration and teamwork, which is crucial in health and care settings.



## Impact of Gratitude on Staff

### 1. Increased Job Satisfaction

- When staff feel appreciated, their job satisfaction improves.
- Positive recognition leads to better engagement and enthusiasm for their roles.
- Increases 'advocacy' and your team recommending where they work to others; thereby improving recruitment and retention



### 2. Higher Productivity and Performance

- Staff members who feel valued are more motivated to deliver high-quality work, and pro-actively offering ideas on how to improve the services they work in.
- They're more likely to go the extra mile in patient care and teamwork.

### 3. Decreased Absenteeism and Turnover

- A culture of gratitude helps reduce turnover rates by fostering a supportive environment.
- When staff are appreciated, they are less likely to take unplanned absences or leave their position.

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## Impact on Patient and Service Users Care and Experience

### 1. Improved Patient Experience

- Appreciated staff are more likely to engage positively with patients, service users and their families and carers.
- Gratitude fosters compassion, patience, and empathetic interactions, which improves the patient experience.



## 2. Reduced Mistakes

- High morale reduces burnout and fatigue, leading to fewer mistakes in delivering patient care.
- Grateful staff feel more motivated to be vigilant and provide safe, effective care.

## 3. Better Patient-Staff Relationships

- Grateful, happy staff form stronger, trusting relationships with patients.
- This leads to higher levels of patient satisfaction and better overall outcomes.

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## How Managers Can Foster a Culture of Gratitude

### 1. Lead by Example

- As a manager, your actions set the tone for the team. Be intentional about expressing gratitude to your staff.
- Publicly acknowledge individual and team accomplishments to foster an environment of appreciation.

### 2. Recognise Effort Publicly

- Take moments in meetings or during informal interactions to highlight specific contributions.
- Look for opportunities to showcase achievements publicly to reinforce positive behaviours, motivating others to do the same.

### 3. Encourage Peer-to-Peer Appreciation

- Create opportunities for team members to recognise and thank each other.



- Implement initiatives like “Thank You” boards, gratitude journals, or weekly shout-outs during team meetings.

### 4. Tailor Your Appreciation

- Different people respond to gratitude in different ways. Some may appreciate private acknowledgment, while others prefer public recognition.



- Get to know your team and tailor your expressions of gratitude to what resonates most with them.

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## Practical Tips for Incorporating Gratitude into Your Leadership

### 1. Start the Day with Gratitude:

- Make expressing gratitude a part of your morning routine. Share a brief “thank you” with your team for their efforts and contributions.

### 2. Send Personalised Notes:

- A handwritten or personalised note of thanks can go a long way in making an employee feel truly appreciated.

### 3. Use Technology:

- Utilise internal communication tools (like team chats or newsletters) to publicly acknowledge accomplishments and show gratitude.

### 4. Celebrate Milestones:

- Celebrate staff anniversaries, achievements, and personal milestones with a “thank you” and recognition.

### 5. Create a Gratitude Ritual:

- Incorporate moments of appreciation into your regular meetings. Consider starting meetings with a “gratitude round” where everyone shares something they are grateful for.

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## Summary

Saying “*thank you*” is more than just a polite gesture. As a manager in the health and care sector, expressing gratitude has a profound impact on both your team’s well-being and the quality of patient care.

It fosters a culture of positivity, reduces stress, enhances teamwork, and improves job satisfaction. By making gratitude a core part of your leadership style, you will help create an environment where your staff thrive ... *Thank you goes a long way!*





## Action Steps – Use the space below to capture your ideas

1. Begin incorporating gratitude into daily interactions with staff.

*How will you do this?*

2. Publicly recognise accomplishments and foster peer-to-peer appreciation.

*How will you do this?*

3. Tailor expressions of gratitude to individual preferences.

*How will you do this?*

4. Use gratitude to strengthen team morale and enhance patient care.

*How will you do this?*

*By consistently making gratitude a cornerstone of your management approach, you'll see tangible improvements in staff engagement and patient outcomes.*

*Thank you for making a positive difference in the lives of both your team and the patients you care for!*

