

# *The two most under-utilized words in Business today are Thank You!*

written by Mary Fisher-Day

When speaking with dental teams I've often asked this question: "What gives you a feeling of satisfaction at the end of your work-day?" The most popular answer has always been "feeling appreciated".

I placed a poll on Social Media and asked dental team members, "Which of the following is most important to you in a work environment: *Compensation Rate, Helping People, Feeling Appreciated, or Relationships with Co-Workers?*" The number one answer by far, was ***Feeling Appreciated***.

Consider this question; How often do you say "Thank You" to your Patients, a delivery person, a Barista, or an Equipment Service Technician? I hope your answer is often or always.

Now, consider this; How often do you say, "Thank You" to the members of your Team?

When you stop and think about it, do you see missed opportunities to say, "Thank You"?

Would you say "Thank you" more often, if it would improve staff morale, reduce turnover, and make your practice a more enjoyable place to work? The words "Thank you" have the power to do all of this and more!

Don't believe me? Try it for one month without announcing that you will do so, and seriously pay attention to the mood in your practice.

Examples of opportunities to say "Thank You" throughout the workday:

- Following your morning huddle; "Thanks everyone, have a great day"!
- At the end of the workday when saying goodbye; "Thanks for your help today, have a great evening".
- Other Opportunities: When you receive a phone message, when an employee hands you something, and when you're told a patient is ready to be seen by you. The list can go on and on.

A great rule of thumb: Anytime you have an interaction with a team member, end it on a positive note. If you have nothing else to say, just say "Thank You". Make saying "Thank You" a habit and it will pay off for the rest of your career.