



COMERCIALIZACIÓN - NIVEL I

The Power of Thank You

I had one boss from early in my career who taught me so much and was truly a great mentor. He was the president of the company I worked for, and I managed his operations. He had many great qualities as a leader, but three really come to mind: character, competence and commitment. Although he had a great sense of humour, his character really stood out to me. He was always open and honest, but most of all, he was trustworthy. He believed you had to have a strong foundation of trust or the relationship could not be sustainable. In regards to his competency, he knew how to lead his division to the next level through his vision and strategy. He knew when to take calculated risks or when to stay the course. Last, he had strong commitment not only to the company, but also specifically to his employees. He believed your commitment was the backbone, and it was what gave you the focus and strength to do your job.

There were two lessons I remember him telling me that I use to this day. The first one was the power of “thank you.” Every day he would thank me before he left the office. Those two words are impactful and truly made a difference to me as I progressed through my career. I still utilize that daily lesson within my own teams. They need to know I truly appreciate them and all of their effort. Second lesson learned was to stop talking and start listening. It sounds simple, but we miss so much by trying to solve the problem. I have always used the quote by Stephen Covey, “Most people do not listen with the intent to understand; they listen with the intent to reply.” We can learn so much from our employees by talking less and listening more, which will lead to trust and credibility with your teams.

To be considered a good boss, the most important thing to remember is the Golden Rule: treat others as you would like to be treated. It sounds simple, but it’s hard to always get it right. It takes work and commitment, but you will gain more respect and trust with your employees if you offer them the same courtesy you would like to receive.