



Your Points to Ponder

Responding to Thank You - P2P Quick Communicue #4

It's the holiday season, and a time when wish-granting and gift-giving abounds.

Imagine: You are exchanging gifts with a friend, a colleague, a family member. What is your response when they say "Thank You"?

What you say can impact your relationship with that person, now and in the future. If you reply "no problem", doesn't that sound like you are minimizing their actions and the significance of the action of gift-giving, and also the gift itself?

Does your response to "thank you" negate or validate their happiness and appreciation of the gift? Does your reaction to their expressions of thanks make it appear that it took no effort on your part to select the gift or are your comments positive and uplifting?

When someone thanks you for your kindness the simplest response is probably the best. A warm smile and a heartfelt "You're most welcome!" can never be misinterpreted and will gratefully acknowledge their thanks.

I wish your holiday is exactly what you want it to be. Only the best to you in 2009!

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

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