

## HOW to write a thank-you note

A recent Gallup poll found that if U.S. workers were 5 percent more engaged, national productivity would rise by \$79 billion per year. The bottom line: Make the time to lead. Take the time to say thank you.

- Saying thanks – two to three seconds.
- Saying thanks and why – 12 to 14 seconds.
- Writing a thank you note – five to eight minutes
- The return on your investment – priceless

A simple “thank-you email” from the boss would be a jolt to most state employees, but for that extra WOW, why not try a thank-you note? A handwritten personal thank-you note is a great way to show your appreciation to your employees. And, it may even get you an encore performance.

Somewhere between sitting down with your mom and your Peanuts stationery and shooting off a quick perfunctory email, you may have lost touch with the concept of the simple thank-you note. Writing a thank-you note is a quick, easy and low-cost way to say thanks.

First, get some stationery, plain note cards or an assortment of postcards. Avoid commercial thank-you cards; they will make your effort lose its punch. You won’t need full-size paper; your message will be brief and note cards are best. Keep your cards where they will be readily accessible or in plain sight to give you an extra reminder.

Before you get started, here are a few helpful hints:

- Do not type it. Write it by hand and in ink, even if your handwriting is poor.
- Be prompt, but better late than never.
- Make it brief, no more than 100 words. The thank-you note is exclusively about thanking someone.
- Make it personal. You want to convey a heartfelt sentiment, not a canned speech.

## LET'S get started

---

1. Greet the employee  
*Dear Joe,*
2. Express your appreciation  
*Thank you for giving such a fantastic presentation at the senior staff meeting on Monday. It was as entertaining as it was informative.*
3. Expand briefly  
*Secretary Jones stopped me in the hallway today to tell me again how much he enjoyed it.*
4. Repeat your gratitude  
*Thanks so much for all of your hard work.*
5. It's a Wrap  
*Regards,  
Mary*

Congratulations! You have successfully written a thank-you note to your employee. Now, you may simply put the note in an envelope and place it in the employee's mailbox or on their desk. But for a truly unexpected touch, mail the thank-you note to the employee's home.