

Just Say, “Thank You!”

The words “Please” and “Thank You” are now a competitive advantage in both the personal and business leadership arenas. So is a simple smile!

Good manners do matter in life and business. Pay attention the words and body language of service representatives the next time you step out to the grocery store, retail store or other service providers. Do they match your expectations?

As a personal and business leadership coach, I have a very hard time resisting the temptation to teach basic common courtesy and manners when met with less than a cordial exchange of products, services or information.

I do believe that embodying good manners begins at home, but it is not limited to that environment and good manners can be acquired. I cringe every time someone says, “No problem”, especially as a consumer of their product or service. “No problem” in itself insinuates that it could have been a problem. I hope that spending time or money in exchange for one’s goods or services is not a problem!

Is it possible to reverse the epidemic spread of the lack of basic manners or common courtesy in our personal and business interactions within the confines of this column? Well, it’s a start. Good manners begin from within. If each of us practices and applies good manners in our words and actions, it could very well work to reverse the trend in leading by example.

Throughout my nearly 20 years of executive leadership in the newspaper industry and beyond, I always coach and advise people to just say, “Thank You!” Those two very simple but extremely powerful words can open doors to new opportunities, start new friendships, grow new business and build loyal customers.

In our personal life, if someone pays you a sincere compliment, purchases a product or service from you or extends a simple act of kindness, just say, “Thank you!”

Coaching Prompts:

- In what ways can you set example of good manners and common courtesy?
- Embrace an attitude of gratitude in your business and personal interactions.
- Just say, “Thank you!”



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