



*July 2014 - In This Issue:*

**Quotable Quotes**

**Please and Thank You**

**Tools and Resources**

**Reflection**

**Choose To**

**Joyful Observances**

**Administrivia**

**Quotable Quotes**

"To say thank you, is in recognition of humanity."  
~ Toni Mont

"Give thanks for a little and you will find a lot."  
~ Hansa Proverb

"Saying thank you is more than good manners. It is good spirituality." ~ Alfred Painter

"God gave you a gift of 86,400 seconds today. Have you used one to say "thank you"?"  
~ William Arthur Ward

Dear Jean,

Our guest author this month is Stephanie Wilson, one of the most quiet and loving souls I have the pleasure to have as a dear friend. Our paths crossed probably 15+ years ago and the immediate connection was through the local NM chapter of ISPI. Our life connection is that we are both Illinois rooted. And our second is the passion we have for people and their ability to grow in their work environments. I was delighted that I got to visit with Stephanie last year on a vacation to Portland and where she now resides. I love the Portland area and Stephanie enchanted us with a visit and tour to the Chinese Tea Garden and a lunch complete with a tea ceremony. She truly does have a passion for tea - check out her tea blog and her journeys around the globe to discover all that she can about tea. Her gifts, and they are numerous, and her spirit remind me to slow down my life's journeys a bit, enjoy the moments in a reflection of the abundance of the gifts we all have to share.

Stephanie Wilson is the Training & Communications manager for Intel Education. She has

worked for Intel for 17 years. During that time, she has served in a number of roles including instructional designer; learning strategist; evaluation specialist; business analyst and project, program and people manager. In her personal life, Stephanie enjoys creative pursuits, running and cycling, and has a passion for tea. You can contact Stephanie at [stephw3@yahoo.com](mailto:stephw3@yahoo.com) or [503-547-8962](tel:503-547-8962).

Thank you, Stephanie!

In the spirit of sharing our gifts,  
Jean

## **Please and Thank You, the Value of Being Nice in the Workplace** by *Stephanie Wilson*

One of the best managers I've had in my career stands out in many ways, but mostly in how he made me feel. Listened to. Appreciated. He said please and thank you, and he did so frequently. He used specifics, not just a generic "good job." He even wrote thank you notes; I still have mine!



My personal brand at work is also defined by how I make people feel. Yes, I have experience and I deliver results, but I am known for being easy to work with. Over the past few years, I've realized how much weight that characteristic carries. Colleagues know that even if a project is difficult, I will treat them respectfully. I use *Please* and *Thank you's* liberally.

Texting and instant messaging have shortened our electronic communications, but they are a weak excuse for lack of courtesy. To me, *Please* and *Thank you* - and the fundamental respect they convey - are essential.

*Please* and *Thank You* give us the opportunity to acknowledge the person with whom we are interacting. We can see beyond the deadline for a moment and connect with that person's humanity, and ultimately our own. Please consider: Choose to use *Please* and *Thank You* more than you ever have before.

Best wishes, and my thanks for reading.

## **Tools and Resources FROM THE BOOKSHELF**

[A Simple Act of Gratitude: How Learning to Say Thank You Changed My Life](#) by John Kralik

[Business Notes: Writing Personal Notes that Build Professional Relationships](#) by Florence Isaacs

[101 Ways to Say Thank You: Notes of Gratitude for All Occasions](#) by Kelly Browne

## **THE INTERNET CONNECTIONS**

[The Two Most Important Words](#), Harvard Business review

## [The Importance of Manners, How Saying Please Can Get You What You Want](#)

["Thank You"](#) in many languages

["Please"](#) in many languages

[Writing a Business Thank You: A Lost Art](#)

### Reflection

I would invite you, for an entire day, to be self-aware of when you say "Please" and "Thank You" and when you don't. Do you say, "Alejandro, I need a budget update by noon." or do you say, "Alejandro, please provide a budget update by noon. Thank you!"

### Choose To

... use *Please* and *Thank You* more than you ever have before ... start your requests with one and end your request with the other ... write a note of gratitude to yourself as practice ... write a note of gratitude to another ... understand that you are really saying, "I appreciate you." ... share your gift of manners ... show others the simplicity of *Please* and *Thank you* ... live daily in appreciation and gratitude.



### Joyful Observances

National Ice Cream Month  
Cell Phone Courtesy Month  
Share a Sunset with your Lover Month

National Independent Retailers Week (July 18-24)  
Everybody Deserves a Massage Week (3rd full week)

July 7 - [Chocolate Day](#)  
July 11 - Cheer Up the Lonely Day  
July 12 - [Simplicity Day](#)  
July 19 - Toss Away the 'Could Haves" and "Should Haves" Day  
July 24 - Cousins Day  
July 26 - National Dance Day  
July 28 - [Buffalo Soldier's Day](#)

### Administrivia

My Constructive Choices Audience...

- \* Professionals wanting to be at choice in their career and daily work,
- \* New managers (and aspiring leaders) transitioning to establish a leadership role in their communities,
- \* Individuals wanting to sort through the choices, build a more fulfilling life, live their voices, and...
- \* Coaches who choose to step out, show up, and say - YES, it IS all about YOU!

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