THE ROLE OF GRATITUDE IN AN OPEN ORGANISATION

Anthony Kesterton, akesterton@redhat.com
Senior Solution Architect
May 2019
TOPICS

- The benefits of gratitude
- Examples
- What happens at Red Hat
- What you can do
WHAT ARE THE BENEFITS

- Improve connectedness with other people
- Feel better
- Encourage helping others
- Improve quality of life
- Reduce perceived stress and mental health
- Improve organisational commitment
GRATITUDE

The quality of being thankful; readiness to show appreciation for and to return kindness.
“Gratitude is not only the greatest of virtues, but the parent of all the others” : Cicero
Thank you!
Saturday Live listeners express their gratitude for good deeds done.

Royal wedding was one of the highlights of my son's short...
Carol Worwood remembers taking her son Jai to Prince Charles and Lady Diana's wedding.

Thank You from Emma
Listener Emma thanks a stranger she met on a train.

Thank you: Donating a Heart
Thanks

Thanks: Help in London's Underground
Thank you

Thank you: The doctor who saved us
Tony Wood tells his story of thanks.

Thanks: Runaway caravan; Lost child rescued.
Marjorie and Chris tell their thank you stories.
OPEN ORGANISATION

“An organisation that engages participative communities both inside and out” Jim Whitehurst⁶
EXERCISE
#gratitude
@openorgbook
#rhsummit

Thank someone who has helped you this week
CREATING AN ENVIRONMENT TO EXPRESS GRATITUDE
Expressing gratitude
Expressing gratitude

Tony now has 100 karma points.
SHARING
TOP TIPS

- Make it easy to express gratitude
- Make that gratitude visible in the community
- Allow anyone to express gratitude to anyone in the community
- Immediacy - do it as soon as possible
- Link thanks to an explanation of why you are thanking someone
- Go out of your way to thank people who normally don’t get thanked
- Gratitude cannot be imposed, don’t try and force this
SUMMARY

● Benefits of gratitude
● Examples
● Experiment to make you feel better
● Gratitude to encourage an open organisation
● Some ideas on how to encourage gratitude
THANK YOU!
REFERENCES

[1] The proximal experience of gratitude
Kristin Layous, Kate Sweeny, Christina Armenta, Soojung Na, Incheol Choi and Sonja Lyubomirsky

Ahmad Valikhani, Fatemeh Ahmadnia, Alma Karim and Paul J. Mills

[3] Perceptions of sacrifice, workplace friendship and career concerns as explanatory mechanisms of employees' organisational commitment
Melinde Coetzee, Nadia Ferreira and Ingrid Potgieter

[4] Effect of Transcranial Direct Current Stimulation of the Medial Prefrontal Cortex on the Gratitude of Individuals with Heterogeneous Ability in an Experimental Labor Market
Pengcheng Wang, Guangrong Wang, Xiaofei Niu, Huiliang Shang and Jianbiao Li
REFERENCES

[5] BBC Radio 4 - Saturday Live, Thank You segment: https://www.bbc.co.uk/programmes/p01ybdtz


Please rate our session in the Red Hat Events App!

linkedin.com/company/Red-Hat
youtube.com/user/RedHatVideos
twitter.com/RedHat
facebook.com/RedHatInc