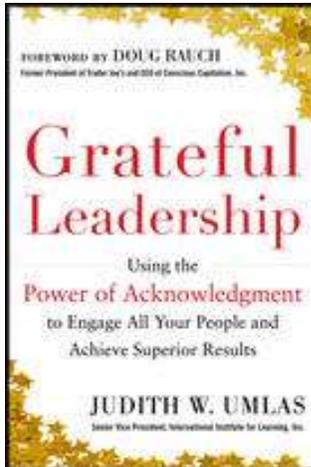

PM WORLD BOOK REVIEW



Book Title: ***Grateful Leadership: Using the Power of Acknowledgment to Engage All Your People and Achieve Superior Results***

Author: **Judith W. Umlas**

Publisher: McGraw-Hill

Format: Hard cover; 219 pages Price: US\$25.00

Publication Date: 2013 ISBN: 978-0-07-179952-2

Reviewer: ***Nazanin Mehrooz, PMP***

Review Date: August 2013

Introduction to the Book

This book provides insight on how sharing gratitude is an effective force with valuable impact to corporations and humanity. It results in stronger relationships which are instrumental to corporate success and happier employees.

Overview of Book's Structure

The book contains 3 parts which make up the 15 chapters:

Part 1 Acknowledgment: Next to Survival, the Greatest Human Need
Part 2 Mastering the 7 principles of acknowledgment for “high-interest” benefits
Part 3 Grateful Leadership in Action

1. From “I’m mad as hell!” to acknowledgment activist
2. What is grateful leadership?
3. Bringing acknowledgment – and its benefits – to your workplace
4. The 5 Cs: the acknowledgment practice that works miracles
5. When someone deserves acknowledgment, give generously
6. When merit is recognized, trust and loyalty will follow
7. Take the antidote to envy
8. Energize with acknowledgments
9. Validate with acknowledgments
10. When employees feel valued, they stop playing hooky

11. When you want to acknowledge people, there are many ways to do so
12. Grateful leader profiles
13. “knock your socks off” power of acknowledgment exercise for leaders
14. Acknowledgment around the world
15. True stories about acknowledgment

Appendix A-C

Highlights: What’s New in this Book?

- Understanding of how recognition coupled with acknowledgment can impact stress and engagement at an individual level while reducing organizational costs
- How the 5 Cs of acknowledgment (consciousness, choice, courage, communication and commitment) together can work miracles
- The seven principles of acknowledgment for those who aspire to grateful leadership

Highlights: What I liked!

The real life cases covered as to how sharing gratitude and acknowledgment impacted individuals in the work environment was heart-warming and inspirational.

As a former employee of Nokia, I found the references to the Nokia values and the peer to peer recognition award program a good reminder of how to apply the principles shared. Acceptable protocols to practice recognition in other cultures (Japan and China) are valuable when working in global organizations.

Shortfalls: What was Missing?

The 360-degree leadership and acknowledgment analysis in appendix c is a good way to start collecting feedback, but there wasn’t much supporting information on how to analyze the results and take first steps to apply principles. There are several case studies with lessons learned which could serve as a guide.

Who might benefit from the Book

Any leader who wishes to establish a stronger team and maximize productivity and results of cohesive teams would benefit from reading this book.

Conclusion

When grateful leadership is applied effectively, it can result in happier employees who make up more cohesive and highly functioning teams. The benefits are improved health and engagement of individuals as well saving organizations billions of dollars.

It's simple enough to incorporate into daily practices and contagious. Other benefits include reduction of unhealthy behavior like jealousy and envy which have negative relationship impact.

Grateful Leadership: Using the Power of Acknowledgment to Engage All Your People and Achieve Superior Results, by Judith W. Umlas, published by McGraw Hill; 2013, ISBN 978-0-07-179952-2; 219 pages, hard cover. List price: \$25.00; More at <http://mhprofessional.com/product.php?isbn=0071799524>

Editor's note: This book review was the result of cooperation between the publisher, PM World and the Dallas Chapter of the Project Management Institute (PMI Dallas Chapter – www.pmidallas.org). Publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published by PM World in the PM World Journal and PM World Library. PMI Dallas Chapter members are all mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact editor@peworldjournal.net.

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