

## Happier @ Work Practices for LVMH Retail Leaders

### Individual Practices

- **Practice 1 (Gratitude): 3 Gratitudes Before First Email**  
Before you open your email in the morning, capture 3 things that you're grateful for in some way -- write them down, take a photo, say them or text them to someone else. The more specific you can be the better. (You might also consider writing your 3 gratitudes as your first email of the day and sending it to a friend or team member.)
- **Practice 2 (The Bigger Why): To-Do List Makeover**  
Identify a few to-dos on your list and ask "Who does this help?" When you connect what you do with how it helps others, you elevate it from the mundane and into more meaningful and purposeful.

### Team Practices

- **Team Practice 1 (Gratitude): Regularly acknowledge the accomplishments and hard work of individuals and teams.** Make a list of all of the simple ways you can do this: face-to-face, email, meetings, sticky note, handwritten card, surprise treat. Keep this list handy and implement one every day. Remember to be specific when you express your gratitude to someone by sharing what you appreciate about something they've done. Make this Gratitude Practice a top priority on your list until it becomes an easy habit.
- **Team Practice 2 (The Bigger Why): Support team members to connect to their Bigger Why.** Find and create opportunities to remind your team members to connect to their sense of meaning for their work. For example, you might consider starting team meetings by asking a few people to share how their daily tasks help customers. Share with your team that thinking about how they help customers is a helpful technique to help them deliver great customer service when they're having a tough day. Guide them to think beyond the immediate task at hand and to consider how they impact people's lives after they leave the store. (*Think about the janitor and JFK – and how he went above the immediate task.*)

## Gratitude Leader Brainstorm

How can you encourage consistent Gratitude Practice within your team – in a way that takes 1 minute or less?

- Empower all leaders on a team to get into a gratitude texting habit
- “Piggyback” gratitude with daily hellos and goodbye to team members
- Thank team members for being here at the beginning of each shift
- Share gratitude and recognition at all meetings
- Write thank you notes each quarter to everyone on the team
- Be specific with thank you’s
- Create a gratitude where team members can put notes of gratitude for other teammates
- In the morning brief, share gratitude about specifics from the day prior

## Bigger Why Leader Brainstorm

How can you support your team to deliver great service when they've had a difficult day or client, by helping them connect to their Bigger Why?

- Encourage team members to take a break taking after difficult client, give space for and acknowledge the need to shift internal emotions
- Help diffuse the situation by supporting a team member to get out of the environment that is causing it
- Remind team members to not take difficult client interactions personally and that the customer may be having a difficult day or dealing with challenges
- Discuss values: 1) Ask “Who does our work affect?” 2) Show appreciative awareness 3) Highlight shared goals
- Connect individual service to team service
- Listen with full awareness to team members
- Emphasize that team members are expert at what they do