

# kindness

the quality of being friendly, generous, and considerate.



The pandemic reminded us how quickly disease – plus stress, anxiety and pessimism – can spread. But it's not only negative things that can spread quickly. Kindness and generosity can be positive contagions at work and in life.

Research shows the key to spreading kindness is through acts of goodness. And this cycle of goodness isn't only for communities or personal lives.

## Importance of kindness at work

Because people spend a majority of their waking time at work with other people, they can spread kindness and happiness there. This isn't just a good thought that doesn't produce a ROI. Kindness and acts of goodness can actually transform a business. Here are some of the benefits:

- **Kindness can increase productivity and satisfaction. Employees who are respectful and kind to each other have 26% more energy, 36% more satisfaction with their work, and 44% more commitment to their organization.**
- **Kindness can make people healthier. When employees feel safe and secure in their work relationships, they can enjoy lower heart rates, lower blood pressure, and stronger immune responses. That means lower absenteeism and fewer sick days.**
- **Kindness can produce higher-quality work. When employees feel happy and satisfied at work, they are more creative.**
- **Kindness can lower stress levels and increase engagement. A culture of comfort and happiness can increase engagement levels while a culture of fear and pressure does the opposite.**
- **Kindness makes everyone happier. When leaders are happy, that trickles down to happier employees. And when employees are happy, they're more willing to put in extra effort and help those around them.**

Creating a culture of kindness, service and gratitude can provide a ROI for *any* company in *any* industry.

## But how do you inject kindness into work?

- Lead by example: Set a good example by being kind and supportive to your coworkers.
- Encourage positive communication: Encourage open and honest communication and be sure to listen to others with an open mind.
- Show appreciation: Take the time to thank and recognize your coworkers for their challenging work and contributions.
- Practice active listening: Pay attention when others are speaking and show that you are truly listening by making eye contact and asking follow-up questions.
- Be inclusive: Effort to include others and involve everyone in group activities and decision-making.
- Offer support: Be there to support your coworkers when they need help or have a problem.
- Practice forgiveness: Don't hold grudges and be willing to forgive others for their mistakes.