

Creating a Positive Work Environment

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Promoting Positive Communication Between Managers and Staff

Are you a soaring eagle or a quacking duck?

You can be part of the problem or part of the solution.

You can't change the people around you but you can change the way you react.

You don't have to be great to start, you have to start to be great.



Body Language

Hands in pockets - hiding something

Hands behind back - shows authority

Arms crossed - defensive

Nail biting - nervousness

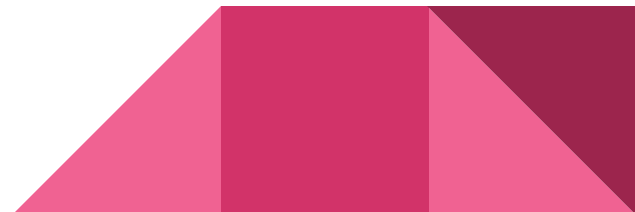
Finger tapping - impatient

Head slightly tilted - listening keenly and showing interest

Fingers together like a steeple - a demonstration of control and authority

Rubbing hands together - shows excitement

Hands on hips - like a superhero ready for action



Tone of Voice

It's not always what you say, it's how you say it.

I didn't say she made the salad.

I didn't say she made the salad.

I **didn't** say she made the salad.

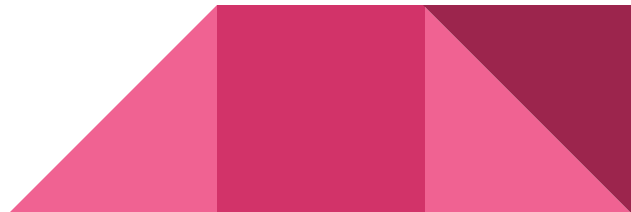
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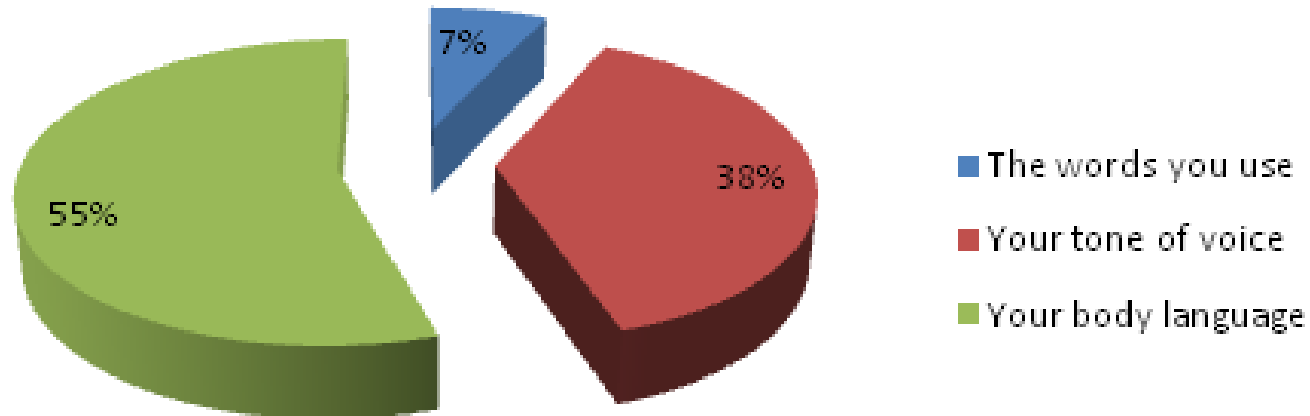
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Key Elements Of Successful Communication



Albert Mehrabian (1967)

Active Listening

The goal is to clarify the person's feelings to help them solve their own problem. Making a conscious effort to hear and understand people so you get the complete message.



Active Listening

Look at the speaker in the eyes.

Avoid distractions.

Don't plan your answer while they speak.

Nod to show you are listening.

Encourage speaker to continue with comments like yes,
ah huh.



Do say...

“I understand that...”

“What I hear you saying is...”

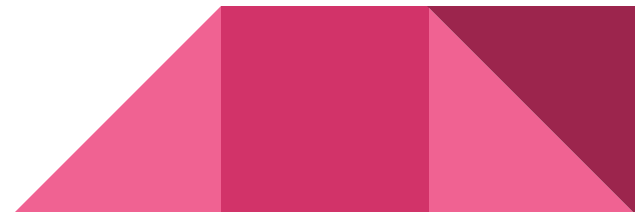
“I am guessing that...”

“It sound like...”

“So it would be correct to say...”

“The way I am seeing it is...”

“Let’s see if I have this right...”



Don't

Don't ask questions.

Don't reason with the person.

Don't give advice.

Don't encourage action.



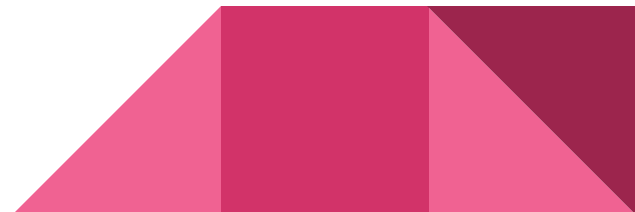
Banish Negative Thoughts

Be grateful. Show gratitude and your attitude will change.

Start every day off by thinking of three things you are grateful for.

Retrain your brain, it takes practice.

Choose your words wisely and speak them slowly. This will allow you to interrupt the brain's tendency to be negative.



Reword Negative Talk

I dis like my job today.

My job can be challenging.



Reword Negative Talk

I have a problem.

I have a project.



Reword Negative Talk

You really upset me.

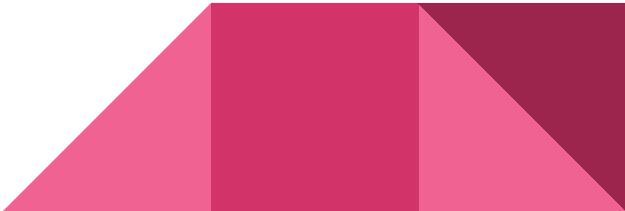
You definitely challenge me.



Reword Negative Talk

It's too complicated.

I'll tackle it from a different angle and use the strategies I have learned.



Reword Negative Talk

I've never done it before.

It's an opportunity to learn something new.



Reword Negative Talk

There's no way it will work.

I can try to make it work. It may take some time and effort.



Reword Negative Talk

I'm not going to get any better at this.

I can always improve so I'll keep trying.



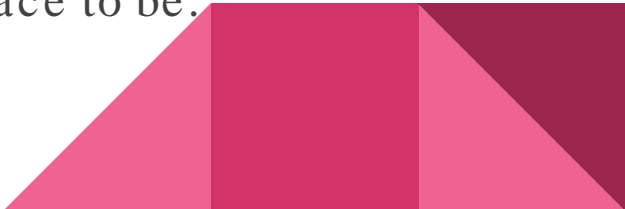
Expectation to Appreciation

“Change your expectation to appreciation and your world will change.”

- Tony Robbins

Expectation is looking forward to what you hope to gain or, looking to the past for what you had or had not received. Expectation has no room for the present.

Appreciation, on the other hand is strictly about right here and right now. You appreciate what you have, and what is around you. Your assets as well as your possibilities, both in the present, a far more productive place to be.



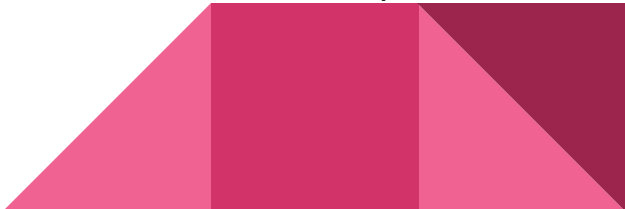
Happy Chemicals your brain produces

Endorphin: the pain-masking chemical - Brought on by laughter and exercise. Helps alleviate anxiety and depression. Finding several things to laugh at during the day will increase your endorphins.

Dopamine: the goal achieving chemical - Motivates you to take action to get your goals and desires done. It also motivates you to seek, whether it's a college degree or a parking spot. Receiving positive reinforcements and showing gratitude increases your dopamine. Embrace a new goal and take small steps toward it every day. Your brain will reward you.

Serotonin: the leadership chemical - Serotonin flows when you feel important, significant or confident. Reflecting on past achievements and victories releases more serotonin. A healthy amount of UV rays boosts your serotonin levels.

Oxytocin: the chemical of love - Oxytocin strengthens relationships. Trust triggers oxytocin. With signs of affection like a hug or gift, your oxytocin levels to rise. It reduces cardiovascular stress and improves the immune system.



Words and thoughts alone can
create these chemicals in your
brain.



My happy place.



Questions

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