



Creating Positive Work Environments



Finish each day and be done with it. You have done what you could; some blunders and absurdities have crept in; forget them as soon as you can. Tomorrow is a new day; you shall begin it serenely and with too high a spirit to be encumbered with your old nonsense.

• Ralph Waldo Emerson



What does a "negative" work environment look like?



Series of horizontal lines for writing notes.

What does a "positive" work environment look like?



Objectives

- Building Trust
- Positive Communication
- Setting Expectations and Needs
- Creative Ideas for Recognition and Rewards
- Building Team Work
- Finding Meaning in Your Work
- Accepting Responsibility
- Humor in the workplace



Building Trust

- Return all phone calls and emails.
- Follow up, even if it's with "I don't know" or "I have to check into it."
- Walk the talk
- Be honest and authentic
- Don't gossip
- Ask yourself what more can I do to build trust with my colleagues managers and family members.



Positive Communication

- 80% of the words should be positive.
- Seven Minute whining rule.
- A positive communicator sounds like....
 - What can I learn from this situation
 - I can totally handle it
 - I need help
 - How can I help you
 - I want to understand, make sure I hear what you are saying.
- Mix up the way you communicate, some verbal, some email, some text, some phone.



Setting Expectations and Needs

- Be honest about what you can and cannot do
- Always set the bar as high as you possibly can
- Be a good planner
- Listen, listen, listen



Creative Ideas for Recognition and Rewards



- Zappos – positive work culture
- Ice Cream/Fruit and Veggie Socials
- Birthday and Anniversary Celebrations
- Ask employees what works
- Everyone is different...so, shake it up
- Please and Thank Yous go a long way
- Wall of praises



Building Team Work

- Every team member needs to:
 - Have a genuine interest in every team member
 - Be an empathetic team member
 - Feel free to express opinions and ideas.



Find Meaning in Your Work

- Recognize that people want to know that their job matters.
- Show value
- Fit their work in the big picture
- Get involved in community activities as well



Accept Responsibility

- Be prepared for:
 - The stressful days
 - The negative people
 - The mistakes
 - The conflicts
 - The disappointments
- The Benefits of professionalism
 - Be organized – have respect for your workspace
 - Have a positive thought for the day



Motivational Thought

Ben and Jerry's has a "Graveyard" of all the flavors that have "flopped"
How does this create a positive work environment?



Humor in the Workplace

- Appropriate
- The "fish" philosophy
 - It engages people
 - Makes them feel better
 - It encourages them
- It is just plain "fun"
- Not Appropriate
- Sarcasm
- Putting people down



Group Activity

With the one or two people next to you – share one idea you have that you could start doing that would make your work environment more positive.





Thanks for Coming!

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