

Encouraging Words and Actions Influence Positive Change

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Recall a time when you were learning something new that was important and the person facilitating that learning gave you praise for everything you did right. What was that like for you? It is in our nature to learn and grow and strive for success. We are born with a capacity and desire to explore, discover, create and share. When we receive genuine positive feedback for our efforts and for all the ways in which we do “it” right, we naturally want to do more. This is what most of us experience as children, praise and adulation for our every effort. It is no wonder then how quickly we moved from baby to infant to toddler physically, mentally and emotionally. We were definitely on the fast learning track.

Then, we enter new phases full of more structured expectations with social, academic and physical performance demands. Words like “needs improvement” and grades that reflect failure enter. And it’s not long before we are receiving the sandwich feedback that negates our accomplishments. Easily transparent, you know you are being told what is wrong with you. This is when learning bogs down and loses much of its joy.

What if...

- We decided to focus on the 98% that is working well and ignore the 2% that isn’t?
- We entered each day full of anticipation and optimism?
- We showered our employees with acknowledgement for what they do, how they do it and the attitude they bring to their work?

We could...

- Change the mood and culture of the workplace from negative to positive
- Foster an environment of creativity and innovation
- Make learning and optimism and respectfulness completely infectious
- Enhance employee performance on a daily basis

FOUR INTENTIONS: adopt these intentions and automatically lead people to excel and enjoy their work

1. Suspend evaluation and judgment (at least for the moment)
2. Assume nothing, be in innocence and curiosity, everything is new in this moment
3. Let go of advising and instead listen and ask questions-you will be amazed at how much more you will learn about people and their ability to generate their own answers
4. Take care of yourself and allow others to do the same – personal responsibility is the mature adults’ point of pride

Practice these attitudes and behaviors to authentically and effectively influence positive change in yourself, your staff and employees and anyone connected to your business and future.