

Creating an Optimistic Work Environment

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Leading Optimism



- **Leading can be done from any position in an office or an organization**
- **Leading is a collection of positive practices and behaviors, attitudes and values**
- **Leading can seem like *magic*, when people become engaged in positive steps toward optimism**

~ Optimistic Leaders Inspire Others ~

Recall the fundamental rule of leadership: To replace oversight with inspiration wherever possible.

Robert Spitzer



The Spirit of Leadership

***Optimizing Creativity and Change in Organizations,
Robert J. Spitzer, President of Gonzaga University***

- **Practice the attitude of contribution.**
- **A connection between people naturally forms when their attitude is to seek the good news in the other one.**
- **Mutual concern leads to a free flow of information. The creative enterprise seems less like work and more like fun.**

The Spirit of Leadership



- **We are not negotiating with our enemy—we are trying to improve our organization.**
- **The conscious mind has most of its power when a person is refreshed, has slept well, is not under stress, feels good about life, and has a sense of hope and optimism.**

5 Commitments to Increase Trust

Repeat, with Father Spitzer: I commit that I will:

- **Look for contribution before I make comparisons.**
- **Look for the good news, even if there is bad news.**
- **Connect with you as a whole person before looking at your skill set and utility function.**
- **Look for the “win-win” before settling for the “win-lose.”**
- **Trust you until you give me ample reason to do otherwise.**

Optimistic Leaders Look at Intentions (not Irritations)

- **Get it right.**
- **Get it done.**
- **Get along.**
- **Get appreciated.**

*From **Dealing With People You Can't Stand: How to Bring Out the Best In People at Their Worst**, Rick Brinkman and Rick Kirschner*

Optimism is Everyone's Job

Include It in Everyone's Job Description

- ❖ Support the morale and efficiency of the office
- ❖ Work cooperatively and positively with others
- ❖ Provide excellent service
- ❖ Attend and participate in staff meetings
- ❖ Attend training and professional development

Optimism is Expected from Everyone

Include It in Everyone's Performance Expectations Outstanding Quality of Work

- ❖ Demonstrates unusual patience and attentiveness

Outstanding Working Relationships

- ❖ Communicates excellently; easily approachable
- ❖ Always cooperative; maintains pleasant relationships
- ❖ Willingly and regularly shares tasks associated with office
- ❖ Has excellent rapport with others

“How Fascinating!”

- “Tell me more about that . . . “
- Fix the problem. Don’t fix the blame.

Remember Rule #6.

- Set yourself and the situation in a larger setting.

From The Art of Possibility: Transforming Professional and Personal Life,

WAS ROSAMUND STONE ZANDER AND BENJAMIN ZANDER



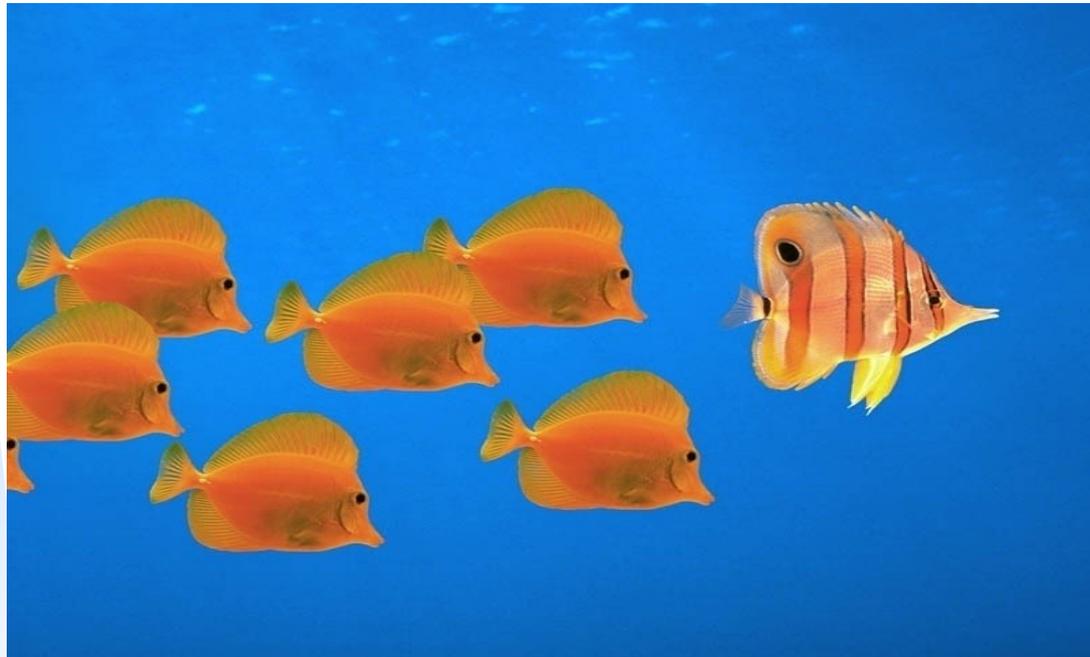
World Class. Face to Face.

5 Principles from the Ethics Guy

1. Do no harm.
 2. Make things better.
 3. Show respect for others.
 4. Treat others fairly.
 5. Treat others with loving kindness.
- Turn these into questions to ask yourself how you've done each day.

From The Ethics Guy, Bruce Weinstein, PhD

FISH Philosophy = FUN



- **Be there.**
- **Play.**
- **Make their day.**
- **Choose your attitude.**

~ Optimistic Leaders Include Others ~

Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centered and that gives their work meaning.

Warren Bennis



Optimistic Leaders Recognize Others



“We all do better at work if we regularly have the experience that what we do matters, that it is valuable, and that our presence makes a difference to others.”

Kegan and Lahey

- **Who are the heros in your office?**
- **Tell stories about what they have done to inspire others and yourself.**



Manage with Carrots

According to the Society for Human Resource Management,

79% of employees who resign state that “perception of not being appreciated” is a key reason to leave.

From *Managing with Carrots: Using recognition to attract and retain the best people*, Adrian Gostick and Chester Elton

Catch Them Doing Something Right



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Small Acts Make a Big Impact

- **Give more of what you want: trust, respect, time, appreciation**
- **Assume the best about others**
- **Give positive feedback to a peer—even if (especially if!) you don't like that person very much**
- **Coordinate a team-building event**
- **Do good deeds: buy a coffee, bring in treats**
- **Include someone who should be “in the loop”**

From Jay Gubrud (jaygubrud.com)

Speak Positively from the Heart

- Hear and understand me.
- Even if you disagree, don't make me wrong.
- Acknowledge the greatness within me.
- Remember to look for my loving intention.
- Tell me the truth with compassion.

*From Hyler Bracey,
Managing from the Heart*



Challenges to Optimism



- Making the organization big enough to support all the different kinds of people who work there
- Being available to help, especially when it's painful
- Understanding the context in which people work

Optimistic Leaders Look to the Future

**Leaders believe
that things can
get better, no
matter what
things look like
today.**



Marcus Buckingham

Thank you!

Optimistically yours,

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