

Ten Top Tips



When we need to bring out the best in workplace colleagues

Most of us spend more of our waking hours at work than we do anywhere else. So it is not surprising when people say how important it is for them to feel happy, valued and respected at work.

- 1. Notice what brings out the best in people**, not what brings out the worst. When talking with others, focus on what they are good at and remind them of their strengths. Also notice your own strengths and the situations that help you to be at your best. What you choose to focus on will make a huge difference to those around you.
- 2. When problems arise**, ask yourself if you are behaving in a way that is compatible with how you like to be seen. Sometimes we encounter situations in which we start to behave in ways that are not compatible with the way we like to see ourselves. For example, we may be avoiding someone, raising our voice, being abrupt or even placing unachievable workloads on colleagues. Regrets about our own behaviour are often the most distressing of all. Knowing we have dealt with things to the best of our ability is likely to lead to more helpful outcomes.
- 3. Focus on what you want to be happening** with your work-life instead of what you don't want to be happening or what has gone wrong. Each day brings numerous choices and invitations. Think more about what you 'do' want than what you don't want.
- 4. Compliment people.** Reinforcing people's strengths is far more likely to result in the outcomes you want than commenting on their weaknesses. Over 90 per cent of change is considered to be as a direct result of making people feel good about themselves. Few of us take the time to compliment others, but most of us remember when we've been complimented.
- 5. Understand the difference between intentions and impact.** Often the behaviours of others can have a negative impact upon us, although they may never have intended this to happen. If you are unsure of their intentions, ask them to help you understand them. Research shows that when we have to guess people's intentions we are more likely to make negative interpretations.
- 6. Remember: People behave in ways that make sense to them.** Adopt a stance of curiosity and always attempt to understand someone's position before trying to make changes. We all see things from different perspectives.

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- 7. Look after yourself!** You are the only person responsible for your own well being. Do at least one small thing each day for yourself that makes you feel positive about yourself. Feeling good about yourself leads you to bring out the good in others. Similarly, try to avoid the types of situations that bring out the worst in you.
- 8. Think Big Picture.** Ask yourself if the workplace issue on your mind today is likely to be something you will reflect on in years to come or if it will seem insignificant.
- 9. Hold on to your sense of humour.** Many things in life are serious, but not everything. A sense of humour or an ability to laugh at oneself is often the most important thing we have to brighten our own or a colleague's day.
- 10. Seek further support when you need it.** Do yourself the honour of visiting a counsellor or other appropriate support channel when difficulties persist. A counsellor can help you look at your issues in a different way and to work towards achieving the type of life you want.