



NJ PMI Chapter
International Project Management Day
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The Positivity Pulse ***Transforming your Workplace***

Sherry A Blair, MSSW, MA, LCSW, BCPC
Positive Psychology Leader
Advanced Trainer Certified Nurtured Heart
Approach Specialist

What is the Pulse in Your Organization?

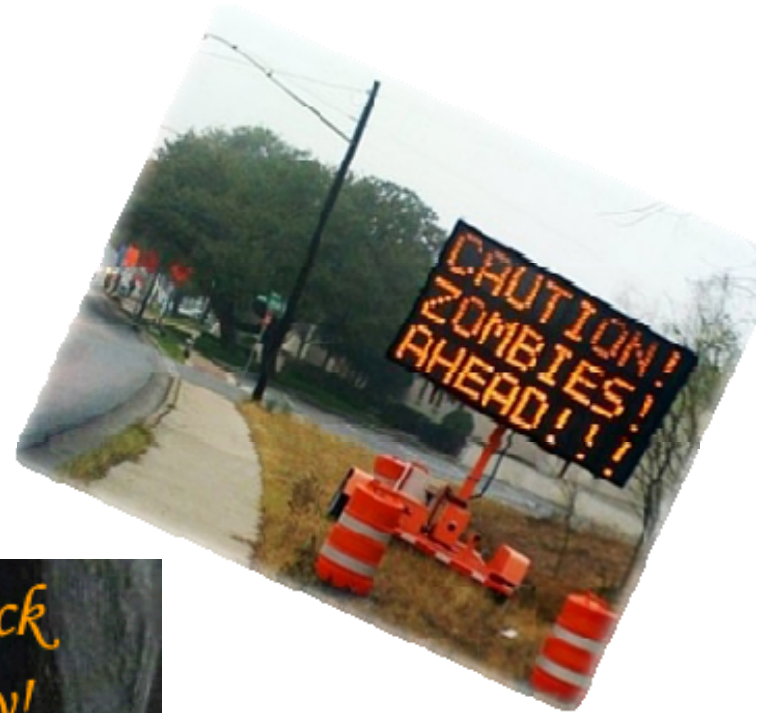


- How do we as leaders *REALLY* know?
- **Is it low and weak?**
- **Is it high and stressed?**
- **Is it flat lining?**
- **Is it healthy and functioning optimally?**
- Do an anonymous survey



- Gallup's engagement ratio is a macro-level indicator of an organization's health that allows executives to track the proportion of engaged to actively disengaged employees.
- In world-class organizations, the ratio of engaged to actively disengaged employees is over **9:1**.
- In average organizations, the ratio of engaged to actively disengaged employees is almost **2:1**.

SYNDROME: DEAD PEOPLE WORKING



MAKE THE CALL: DEAD OR ENGAGED?



World Class or Average?

What do you want?

To develop attitudes for a world-class culture:

Be Knowledgeable

Share

Network

Collaborate

Improve Products/Services

Be Flexible

Be Innovative

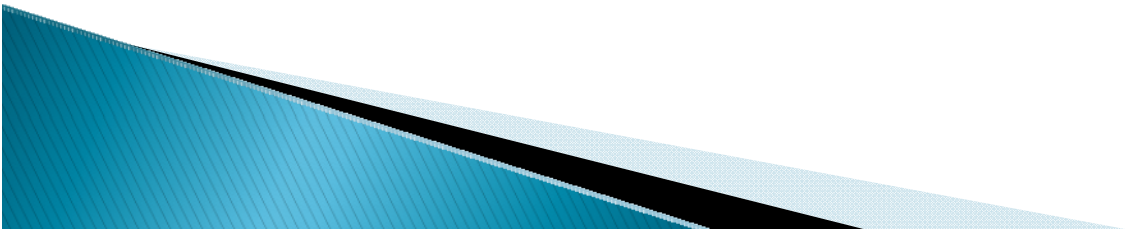
Change Your Orientation

Keep the Proper Balance

Positivity Pulse Addendum

- ▶ Be Heart Centered
- ▶ Be Open Minded
- ▶ Create Flourishing Workspaces

Be Responsible for the Energy you
Bring into your Work*space*



Leading from The Heart

➤ Who Does That?

- **Some Fortune 500 Companies**

- **Ken Blanchard “Servant Leadership”**

 - Are you self-serving or a servant leader?

- **The Freiberg’s International Consultants**

 - **Southwest Airlines**

- **GUTS: Blowing the Top off of Business As Usual**

 - Re-Recruit On a Daily if Not Moment by Moment Basis ~Jackie Freiberg

 - **Choose Service over Self-Interest**



What is the Culture in Your Workplace?

Valued v. Unnoticed?

Recognized v. Non-existent



Honored v. Devalued?

Built Up v. Torn Down?

Three Pillars of Positive Psychology

**POSITIVE
EMOTION**



**POSITIVE
INDIVIDUAL
TRAITS**



**POSITIVE
INSTITUTIONS**



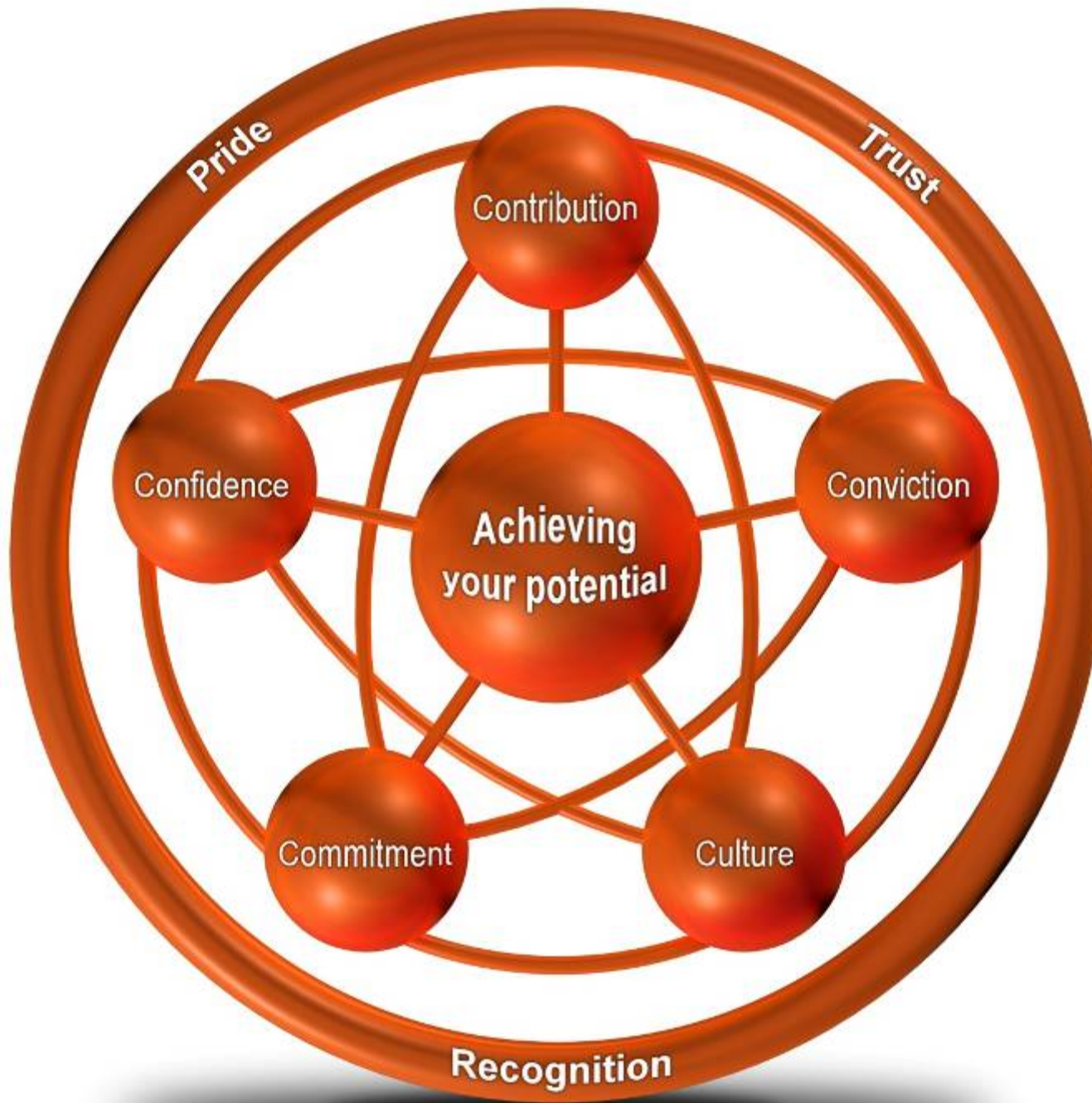
Is this just Kumbayah and Polly Anna?

- Research in the positive psychology movement is based on:
 - **hard core rigorous complicated formulas**
 - data and statistical analyses showing positive outcomes
 - efficacy and reasons why you need to do this in your workplace

Happiness at Work is Serious Business

Research shows strong correlations to:

- Ⓢ Equals increased productivity
- Ⓢ Better health
- Ⓢ Longevity in job
- Ⓢ Increased energy
- Ⓢ Increased motivation
- Ⓢ Confidence
- Ⓢ Recognition
- Ⓢ Much more...





CHOICE: Flourish or Languish



- Barbara Fredrickson, a genius in positive psychology (Positivity)
- Scientific study proves that by installing positive emotion in the workplace, we increase flourishing

FREDRICKSON'S STUDY REVEALED:

**BROADEN
AND
BUILD EFFECT**

Resoundingly it is “WE” versus ME



Concepts Of The Positivity Pulse

- **Transform relationships in the entire workplace**

- Everyone (Top Down) relates in ways that are positive , active and constructive versus negative and destructive or oppressive

- We learn mindfulness to remain in a positive confident state of mind that cultivates success and harmony

- **We build a culture of connectivity**

- The pulse of positivity works best when balanced with a kind of “tough love” where non-compliance, conflicts and negative energy are addressed head on with total consistency.

- **By far not a “soft approach.” We reset back to greatness and move swiftly away from the negativity.**



➤ If better relationships create more success in the workplace, how can we consciously create them?

But

➤ How do we teach leaders to lead from their hearts in synergy with their minds?

How?

➤ How do we lead the way that preserves the human spirit not only in the workplace but overall?

➤ How do we operate from our hearts that promotes a peaceful caring workplace rather than a place where fear, anger, worry and doubt is instilled?

Why Bother?

It
Makes
Sound
Business
Sense

- It reduces conflicts and time consuming disciplinary action
- Enhances efficiency in the workplace by reducing interpersonal conflicts, rule breaking, gossip, etc.
- Engages staff and creates a sense of connectivity to their leaders and co-workers
- Greatness is within us and it is incumbent from a humanity perspective upon leaders to draw that out and serve our organizations and people that work there

Remember, your most valuable resources drive away at the end of every business day, and it is your job to make sure they are eager to return the next morning.

– Kevin & Jackie Freiberg

Do they race away wishing they did not have to return tomorrow?



**The End of Business
As Usual:
The Nurtured Heart
Approach
in the
Workplace**

- A revolutionary set of tools for communication and relationship
- Nurture individual confidence and motivation
Creates much more rewarding relationships
- It positively transforms a whole organizational culture, one relationship at a time.
- At its root it is about cultivating inner wealth and relationship.

We are our employees favorite toys. Toys R Us.

When do we light up with lots of energy?



When things are going wrong or *when things are going strong?*

Toll Taker: Choosing the Way we See Things



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Game Theory: Clear Rules, Clear Consequences and Right Back in the Game of Greatness



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Three WARRIOR Stands

Warrior Stand One

Resolve to purposefully create and nurture success and greatness.

Relentlessly, strategically draw your team members into new and renewed patterns of success and greatness.

Warrior Stand Two

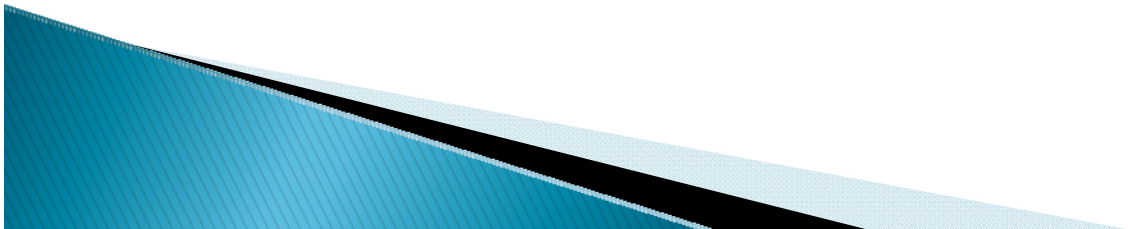
Resolve to have clear rules and clean, consistent, effective consequences when those rules are broken.

Warrior Stand Three

Refuse to leak negativity.

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How do we
manage
and
relate to people
we cannot see?



VIRTUAL NHA TECHNIQUES:

Strategies that Support the Stands

Virtual Active Recognitions ***(Kodak Moments)***

Clearly state what the employee is doing when he or she is acting positively.

Offer a “verbal snapshot” of what you notice. Avoid any kind of judgment.



**simple (ACTIVE)
recognitions begin to
'hard-wire' the brain
in a new way**

**New neural circuits take the approach deeper
adding texture and compassion.**

The techniques are built on the first one.

VIRTUAL Experiential Recognitions (Polaroid Moments)

Amplify Active Recognition.

***Include a positive judgment and/or value
attached to the statement.***

What values and strengths do you wish to
acknowledge and strengthen in your
work ***space?***

VIRTUAL Proactive Recognitions (Canons)

Proactive Recognition builds on Active & Experiential Recognitions.

We notice and verbally acknowledge moments where he or she is *not breaking rules*.

Sounds absurd at first, but ultimately, this technique can be incredibly energizing!

Intentional celebration of moments where problems are *not* occurring gives you a vast realm for positive reflections.

Unceremoniously Addressing Negativity & Non-Compliance: Reset Back to Greatness



RESET...RESTORE... RESTART



- We rid ourselves of a negative cognition, negative behavior or an unhealthy negative emotion
- *A knee-jerk reaction to that negativity.*
- **We do not energize or feed into anyone else's negativity**

Resetting another person is not scolding, shaming or embarrassing.

Hit Someone Up Today with an Active or Experiential Recognition



Scientific Fact: Installing & Receiving Positive
Emotion Building Inner Wealth is Good for You:
Oxytocin Synchrony!

Positivity Pulse Key Points

- Assess & Evaluate culture, attitude and relationships in the workplace
- Be the change you want to see. You cannot just do it, you have to BE it.
- Prepare for change
- Use the Nurtured Heart Approach at home, work and play

The Two Wolves Within Us: Which One Do You Feed?

One evening an old Cherokee told his grandson about a battle that goes on inside people. He said, 'My son, the battle is between two wolves inside us all.'



One is Negativity. It's anger, sadness, stress, contempt, disgust, fear, embarrassment, guilt, shame and hate.

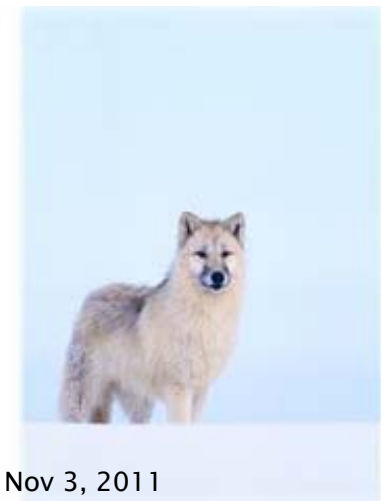
The other is Positivity. It's joy, gratitude, serenity, interest, hope, pride, amusement, inspiration, awe and above all, love.'

The grandson thought about it for a minute and then asked his grandfather:

'Which wolf wins?'

The old Cherokee simply replied,

'The one you feed'



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For Further Training
and Consultation
Services, contact

Sherry Blair

sherry@isisnj.us

Cell: 973-943-6356

www.isisnj.us

www.thepositivitypulse.com

BLOG: www.positivitypulse.com