

# 7 CHARACTERISTICS OF A THRIVING WORKPLACE

## (WITH LEADERS SETTING THE EXAMPLE)

### 1. KINDNESS

I deeply care for our clients and our staff team. I show it with my face, my words and my non-verbal.

### 2. MINOR ISSUES

If a good team member offends me in a **minor** way on rare occasions I will let it go and never bring it up to you or anyone in our workplace.

### 3. MAJOR ISSUES \*\* (see page 2)

If an issue/problem is **major** for me, I won't bury it, I will bring the issue to the right person at the right time. If I am not ready to do that I will stay quiet until I am ready.

### 4. INNOVATION ENCOURAGED

Thriving teams are willing to change. Asking good questions is key.

### 5. REFRESHINGLY POSITIVE

We hire and advance people who are Faucets (refreshing) not Sinks (draining). People who bring smiles (at least most of the time). We help people find the good in others. If I can't say something in a respectful way I won't say it.

### 6. THROW WATER NOT GASOLINE

We back each other up. We don't spread negativity. If I mess up, I apologize. That's hard to do, but that is how trust is built and re-built.

### 7. PROFESSIONAL EXCELLENCE

I do my job well. I do the little things well. I even do the things no one will ever see well. When I mess up, or need help, I say so.

## **\*\* MAJOR ISSUES STEPS**

1. Pick your battles. Ensure you don't become the constant complainer nobody hears anymore.
2. Wait at least 24 hours. Then ask person for a good time to talk.
3. Explain your view of what happened and how it impacted you (not how it impacted others). Be courageous and yet gracious ("what's my part in this problem", search for underlying causes)
4. If nothing changes after a fair period ask the person to meet again. If they refuse, or if meetings doesn't result in change, go to their supervisor / management (if it truly is a major issue).
5. Document dates, issues, attempts, results.
6. Don't stew - "Bitterness is the one poison we drink strangely expecting the other person to die".
7. Don't spread your conflict details with others. It is "cancerous". If you do, apologize to each person a.s.a.p. Or else this just gets worse.

**PLEASE NOTE:** Do not follow these steps if you have been the victim of physical or other types of significant harassment or other types of illegal behaviour. These behaviors need to be taken to management and/or other authorities right away.

