

7 CHARACTERISTICS OF A THRIVING WORKPLACE

1. KINDNESS

I deeply care for our patients and our team. I show kindness with my face first, then my tone, other body language ... and words too.

2. MINOR ISSUES

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

3. MAJOR ISSUES ** (see page two)

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 key.

5. REFRESHINGLY POSITIVE

We hire and advance people who are Faucets (refreshing) not Sinks (draining). People who bring smiles. Positive people. 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 we do, we ask forgiveness from everyone within 24 hours.

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.

MORE ON #3 - MAJOR ISSUES: STEPS TO TAKE

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 of time ask the person to meet again, if they refuse or if meetings doesn't result in change... go to their supervisor (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.

Important: *Criminal behaviour (e.g. harassment) is far more serious than a "major" issue. It needs professional assistance immediately.*

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