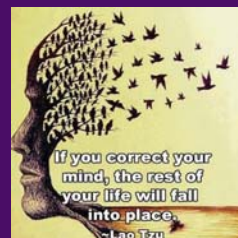


Positive Psychology at Work

Williams

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Objectives

1. Describe the principles of positive psychology.
2. Create a menu of actions you can use to create a more positive workplace.
3. Commit to a single concrete action from that menu.



Ground Rules

1. Confidentiality
2. Listening
3. Participation



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Agenda

1. Introductions
2. Principles of Positive Psychology
3. Gratitude
4. Strengths & the Flow State
5. The Humane Workplace
6. Resilience and Choice
7. Appreciative Inquiry



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Introductions & Warm Up

- Name, where you work, and one thing about working at Williams you are grateful for.



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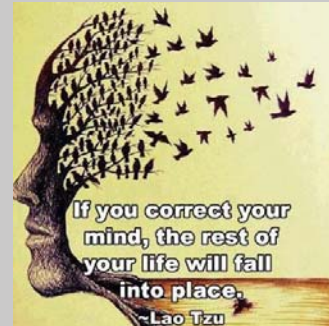
What is Positive Psychology?

- Concerned with strengths
- Building the best things with life
- Making lives of normal people fulfilling
- Nurturing high talent
- Investigating positive outliers



Positive Psychology in the Workplace

- Employee engagement
 - Psychological commitment to work
 - Relationship to psychological needs
 - Benefit in its own right.
 - Increases productivity.
- Positive psychology in the workplace:
Applying positive psychology to create
a culture of engagement.



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Optimism and Happiness

- Success does not create happiness
- Positivity increases our chances for success
- Optimism:
 - Increases motivation
 - Increases sales productivity
Optimistic salespeople sell 35% more insurance than pessimists.
 - Improves physical health



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Gratitude

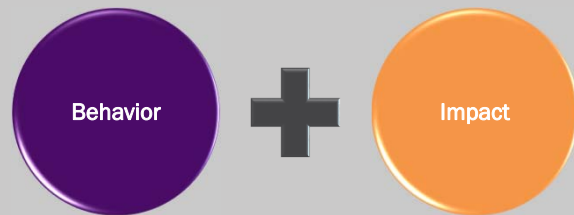
- Trains the brain to scan for the positive
- Expressing gratitude spreads the positivity



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Appreciation Letters

- Use the positive feedback formula to write an appreciation letter to a colleague
- Pair up and share your appreciation with a partner
- Bonus!: Exchange contact info and commit to sending your letter!



Appreciation Message

Draft an appreciation message to a colleague. Use the “Behavior + Impact” formula. When you get back to your office, actually send the message as a note, email, Facebook wall post, or whatever works for you.

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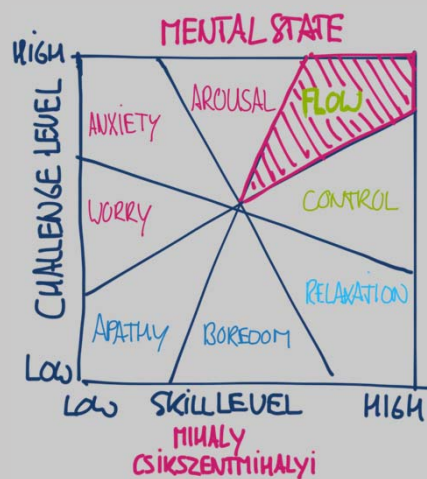
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The Flow State: Focusing for Engagement

- Intrinsic Motivation
- Concentration w/ no distractions
- Complete immersion
- Clear set of goals that require appropriate responses
- High skill level, high challenge level



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Getting to Know Your Strengths

- Pair up.
- Think of a time when you felt most happy in your career – a time when you were having fun and doing a great job.
- Explore with your partner:
 - What created the sense of happiness and fulfillment
 - What did you do that contributed to the sense of happiness and fulfillment?
 - How did the workplace facilitate this experience?
 - What skills or strengths did you use?
 - How could you plan to have an experience like this one more time?



Knowing Your Strengths

Think of a time when you were using your strengths – a time when you were in the “flow state” and making the difference that only you can make.

1. What information do you need to give your audience to set the scene? Where were you, what were the circumstances, who were the other people involved?

2. What was the challenge, problem or conflict you were facing? What was at stake? What would failure or success mean?

3. What did you do to respond to this situation?

4. What was the impact of your actions?

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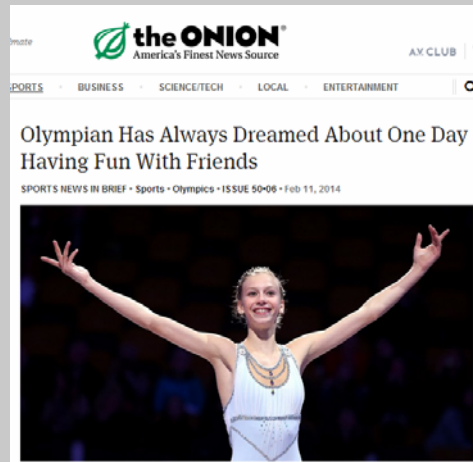
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What is your work ethic?



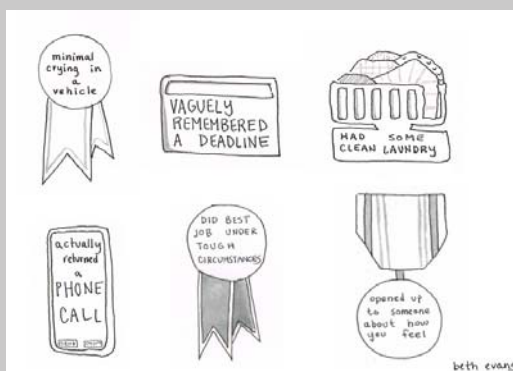
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Our High Performance Culture



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Everyday Awards



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Self-Care at Work

Activity	Benefit
Exercise	Greater energy, increase sense of agency
Nutrition	Increased energy, better mood, lower stress,
Meditation	Increased concentration, lower stress
Naps	Increases productivity and alertness
Walking	Boosts creativity
Breaks (brief diversions)	Increases task focus
Experience of nature	Reduces fatigue, decreases stress



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I am going to try this someday ...



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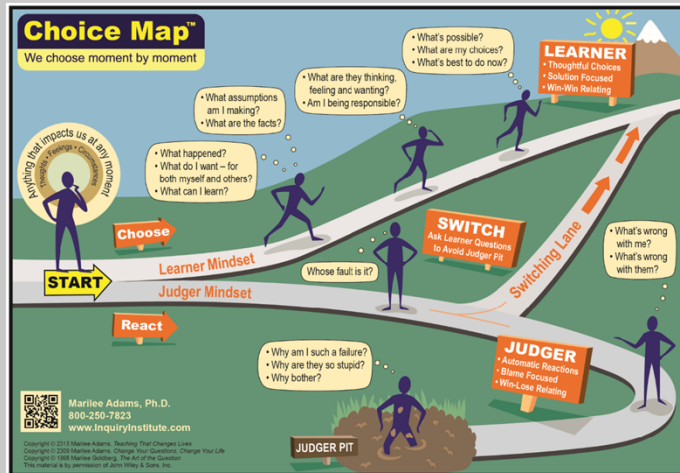


Resilience

- The capacity to recover quickly from difficulties.
- Locus of control refers to the extent that people believe they can influence the events that affect them.
- Building internal locus of control increases resilience



Change Your Questions, Change Your Life



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Your Turn!

- Complete the following questions on the worksheet:
1,2,3,6,7,9,10
- Pair up and share



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Scenario for Learning, Reflection, and Action

1. Write down a situation in which you want significantly better results at work in roles such as leader, manager, coach or team member. Why is this situation important?

2. What are all the *goals* you can think of in this situation?

3. Pick *one of these goals* that would be a worthwhile change or breakthrough for you in your development. Goal should be specific, within your own control, behavioral, worthwhile, and positive.

4. What *assumptions* are you making in this situation?
Assumptions might be about understanding a communication. They might also be about: yourself (capabilities, intentions, and commitments; the other person (intentions, capabilities, and commitments); resources, limitations, external circumstances (“reality”), and/or possibilities.

5. What are the *facts* about this situation?

6. What *Judger questions* are you asking about *yourself*?

7. What *Judger questions* are you asking about the other person?

8. What are the *costs of Judger* in this situation for you and the other?

9. What *Switching questions* would you need to ask yourself in order to switch from Judger to Learner mindset in this situation?

10. What new *Learner questions* could you now ask about *yourself*?

11. What new *Learner questions* could you now ask about the other person?

12. What new possibilities now become available?

13. What are the key learnings that you can apply in this Learning Scenario?

14. What did you learn in this exercise that you can apply to other areas of your life?

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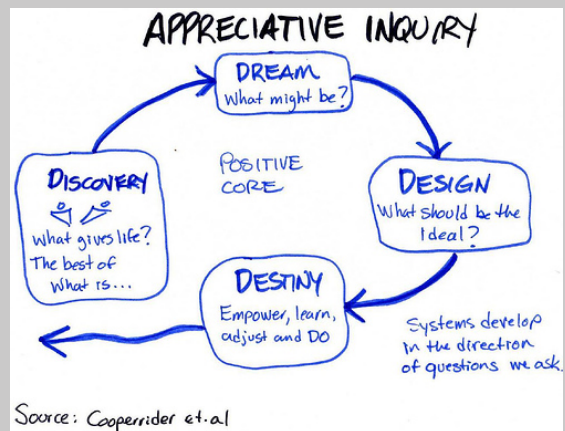
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Appreciative Inquiry

- Uses a positive focus to develop an organizational action plan
- Let's try the first step!



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Appreciative Inquiry Interviews

1. Take a moment to think about your work for Williams over the last several months. Remember a particular moment or time when you knew that what you were doing on behalf of Williams was having a significant impact. You were excited by this realization and were proud of what you were doing. You had the intense feeling that Williams was making a difference in the lives of people with whom you interacted. Describe this peak experience. Where were you? What were you doing? Who else was there? What was the context? Why did you feel or think this way?

2. If Williams wanted to ensure that you had more of these positive, energizing experiences, what resources would be particularly important for making this happen?

3. Without being humble, what do you most value about yourself with regard to the work you do with Williams?

Positive Psychology in the Workplace

Thank You

Links coming via email:

- Course page link to all course materials
- Program evaluation link, feedback welcome

Questions?

Contact Kevin Thomas at 413-597-3542
or email krt4@williams.edu