

Flip The Focus: Empowering Your Team to Get Positive and Stay That Way

TRACY SANDS

Clients are unhappy, your team is unhappy, and you can't get it out of your mind. Negativity has a nasty habit of sneaking in, setting roots and taking all of our attention. In today's world of memes, 1-star reviews, social comparison and the dreaded "imposter syndrome" it is very easy to become focused on the negative. You simply cannot protect your team from negative experiences. However, you can learn to Flip the Focus so that your team can discover and live in positivity - the place where gratitude and reflective response prevail and negative emotions are transient. In this workshop, you will learn to teach your team to implement techniques that will empower them to build a positive foundation on which they can learn, grow and enjoy working in veterinary medicine!

Objectives

- Learn how to develop a sense of self-worth and gratefulness in your team that enables them to maintain an overall positive attitude even when experiencing negative situations.
- Learn how you can integrate positive feedback and growth mindset into your team with less effort on your part.
- Develop skills that enable "dumpster fires" to trigger growth rather than smolder and destroy.

Toolkit

1. INDIVIDUAL POSITIVITY

- a) The Power of 3's
- b) It's not personal, it's the situation.
- c) Shout Out/Gratefulness Board

Make your own or use a virtual (<https://vetmedafterhours.com/gratitude/>)

2. TEAM POSITIVITY

- a) Share Joy
- b) Wins and Opportunities
- c) Core Values Review (Great Cases 1st!)
- d) Grading System (For Teams Already Advanced in Positivity)

3. THE NEGATIVE HAS ARRIVED - NOW WHAT

- a) Acknowledge, Dump, Assess, Address
- b) Counteract (remember the "Uni-Bob")
- c) The Power of Pause

Key Points

1. Affirmation and gratitude are skills that must be taught and practiced - sometimes the workplace is where team members first learn these skills.
2. To have a positive team, you must exhibit positive leadership. Positive leadership does not mean that you avoid discipline and difficult conversation. It means that you put effort into making positive attitudes an expected part of the day and provide tools to reset the situation when negative circumstances arise.
3. Even the most positive person/team has dark valleys. Learning to acknowledge, assess and move out of those valleys positively can be accomplished with practice and support.

Positivity - the place where gratitude and reflective response prevail and negative emotions are transient.

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Exercise #1

The Power of 3s

I am glad I have:

A person _____

A situation _____

A thing _____

Bright spots in my pandemic clinic situation (you got this!)

1) _____

2) _____

3) _____

Self-affirmation:

I am _____

I have _____

I can /can be _____

Exercise #2

Wins And Opportunities

Bring us a situation or shift from your past week that left you feeling unhappy and a situation that made you feel great.

Situation 1:

Wins: _____

Opportunities: _____

Situation 2:

Wins: _____

Opportunities: _____

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Exercise #2

Flip the Focus Brain Dump

5 things that are weighing on my mind

Example: My husband has finals so I have the kids on my own all weekend...

1) _____

2) _____

3) _____

4) _____

5) _____

5 things I can do about those situations or things I can be grateful for about them

Example: the kids and I can go biking without feeling like we are taking away time from him.

1) _____

2) _____

3) _____

4) _____

5) _____

Bonus Exercise

Core Values Case Review and Grading System:

NOTES
