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MANAGING POSITIVELY

by

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Managers can create an environment of energy and enthusiasm, even during periods of organizational change, by fostering optimistic, positive attitudes about people and their work contributions. To inspire your staff members to excel, try the following suggestions:

- Model excellence and enthusiasm in everything you do.
- When negative feelings or attitudes come to your attention, bring them into the open. Let people air their feelings, but also bring the discussion around to what can be done to improve the situation.
- Avoid making statements like, “You just can’t win,” or “Things will never change.” Point out issues that suggest that problems can be overcome. Acknowledge and reinforce attempts to increase the effectiveness of your group.
- Make it a rule to consider the positive facets of employees’ ideas before looking at the negative ones.
- Reward people who overcome obstacles and achieve strong results.
- Expect people to excel. Just as negative expectations can be a self-fulfilling prophecy, the same is true of positive expectations.