

Hi!-Performance & Laughter

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Success or Happiness

Which comes first?



Happiness → Success

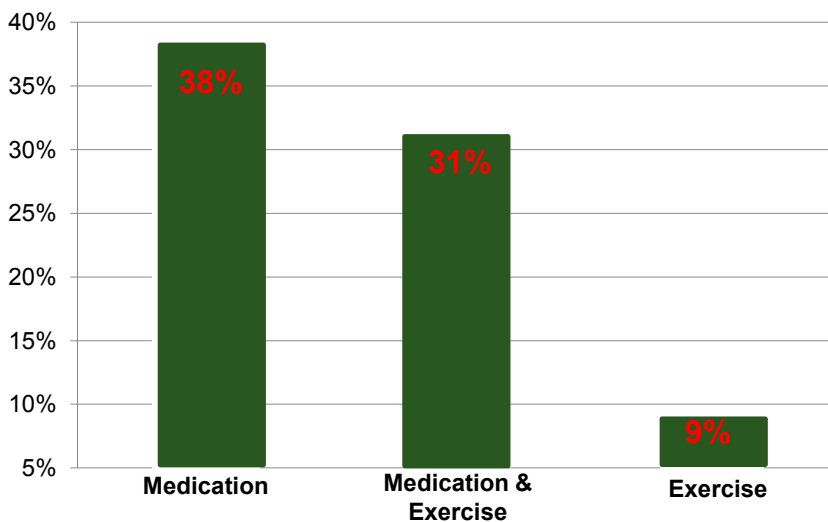
Happiness leads to:

- behaviours that produce further success in work, relationships & health
- positive perceptions of self and others, sociability, creativity, pro-social behaviour, a strong immune system, and effective coping skills

Happy people still experience negative affect

90,000

Relapse Rates for Depression



Not exercising is like taking a depressant

Exercise: The Unsung Hero

“In a way, **exercise** can be thought of as a psychiatrist’s **dream treatment**.

It works on anxiety... panic disorder ... stress ... and depression.

... it generates the **release** of neurotransmitters – **norepinephrine, serotonin, and dopamine** – that are very similar to our most important psychiatric medicines.

Having a **bout of exercise** is like taking a little bit of **Prozac and a little bit of Ritalin**, right where it is supposed to go.”

– John Ratey



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Three Workplace Ratios

	Inquiry / Advocacy	Other / Self	Positive / Negative
Lo	1 / 19	1 / 29	1 / 2.7
Med	1 / 1.5	1 / 1.5	1 / 1.8
Hi	1 / 1	1 / 1	5.6 / 1

Profitability
Customer satisfaction
360 evaluations



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Positivity in Practice

- **Praise**

“You did handled that (irate) councilor really well. When you display tact like that I feel confident to give you those jobs”

- **Understanding**

“You’re meeting the mayor this morning *and* you were late dropping off the kids? That would stress me out, but you’ll be fine”

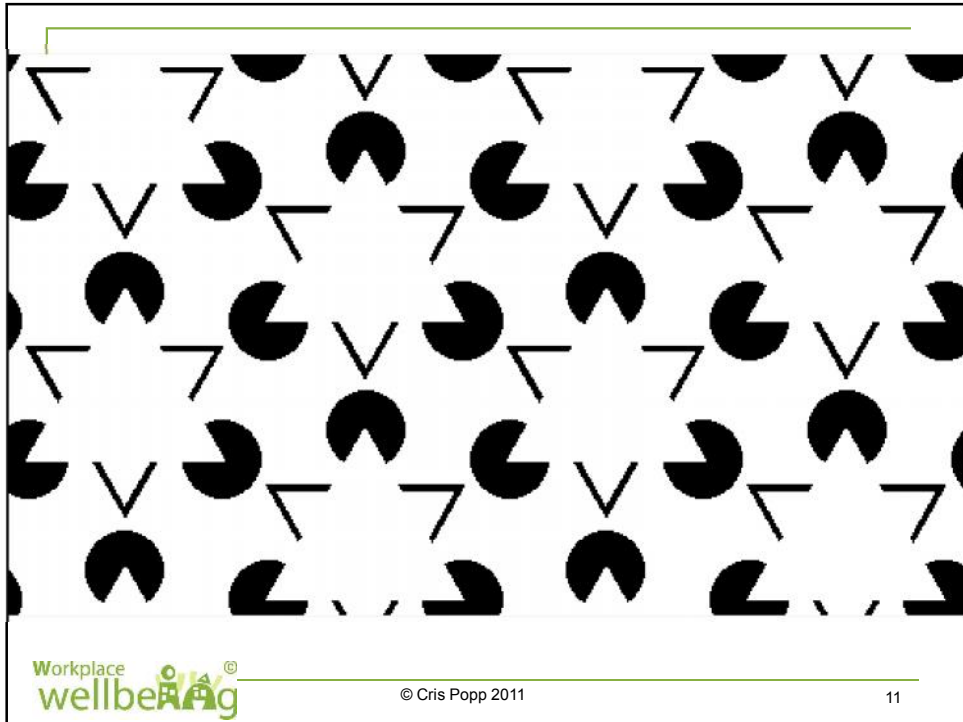
- **Gratitude**

“Thanks for taking my messages”

ANTs

1. All or Nothing
 - Demanding perfectionism: either-or, black-white, polarised.
2. Overgeneralising
 - Turning a single event into a generalising pattern. Always, never, everyone, no-one, every time, everything etc.
3. Catastrophising
 - Focusing on the negative. Anticipating the worst.
4. Personalising
 - Taking inappropriate responsibility for outcome (instead of the process)
5. Mental Filter
 - Seeing what you expect or fear.
6. Should & Must
 - Creates guilt.
7. Labelling
 - Play the ball and not the man
8. Blaming
 - Seeking to find fault rather than looking for solutions.
9. Emotional Reasoning
 - Thinking based on how you feel. Test your negative feelings.





Active Constructive Responding

For the **good news** - show sincere enthusiasm & genuine interest.

For the **other person** - what it's like for them? Share their joy, show excitement & happiness.

Example – someone is praised at work:

<p>Active Constructive Enthusiastic support</p> <p><i>That's great! You deserve that. Lets celebrate! Tell me again, what did they say? Hey everyone listen to this ...</i></p> <p>Non-verbal: eye contact, display positive emotion, i.e. genuine smiling, laughing, touching etc</p>	<p>Active Destructive Quashing the Event</p> <p><i>Did they really mean it? Maybe they were just being nice? Oh no! Now you'll I always have to do that well. They say that to everyone. Fooled them didn't you?</i></p> <p>Non-verbal: negative emotion, furrowed brow, frowning, shaking head etc</p>
<p>Passive Constructive Quiet, low-energy</p> <p><i>That's nice.</i></p> <p>Non-verbal: Little/no active emotional expression.</p>	<p>Passive Destructive Ignoring the event, changing focus to self</p> <p><i>You'll never guess who I ran into at the car wash today!</i></p> <p>Non-verbal: turning away, leaving. Little/no eye contact</p>

Benefits- ACR

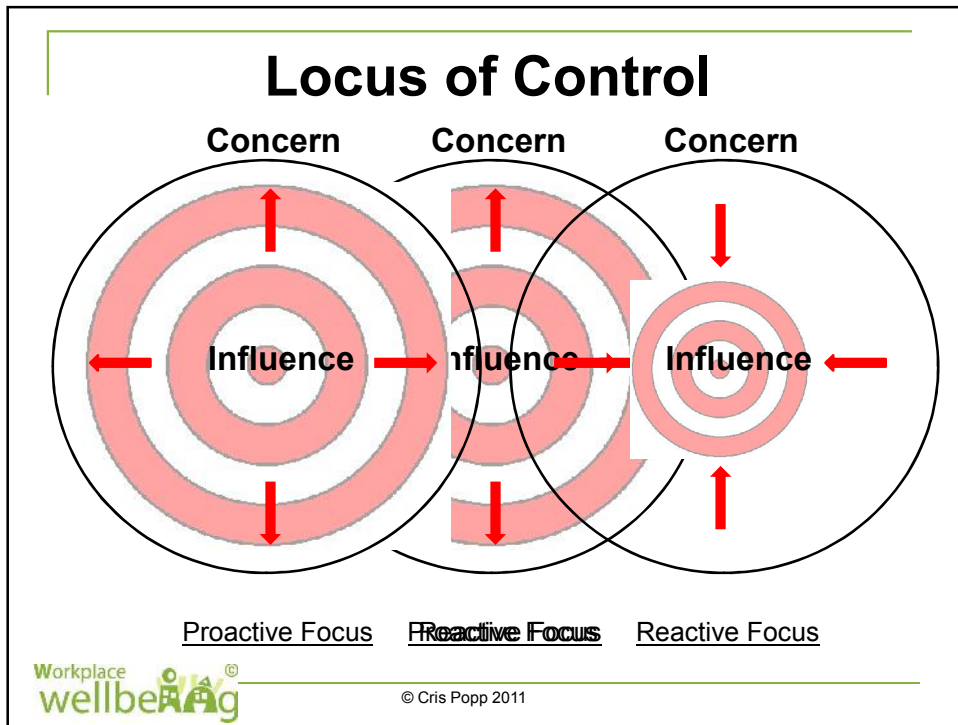
How we respond to **good** news is a bigger predictor of the longevity of our relationship than how we respond to **bad** news:

- ✓ builds strong relationships
- ✓ helps you listen and reflect
- ✓ others feel cared for, understood, validated
- ✓ increases openness and good will

Optimistic Framing

	Optimist	Pessimist
Good Event	Permanent Pervasive Personal	Temporary Isolated Impersonal
Bad Event	Temporary Isolated Impersonal	Permanent Pervasive Personal

Permanent: It's always like this
Pervasive: Everything is like this
Personal: It's my fault/responsibility



What Makes Us **Happy** at Work

1. Friendly, supportive colleagues
2. Enjoyable work
3. Good boss or line manager
4. Good work/life balance
5. Varied work
6. Belief that doing something worthwhile
7. Feeling that what we do makes a difference
8. Being part of successful team
9. Recognition of achievements
10. Competitive Salary

What Makes Us **Unhappy** at Work

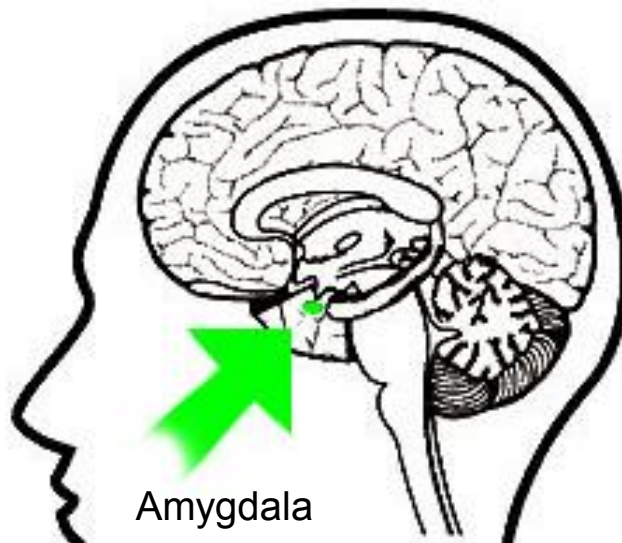
1. Lack of communication from top
2. Uncompetitive salary
3. No recognition of achievements
4. Poor boss/line manager
5. Little personal development
6. Ideas being ignored
7. Lack of opportunity for good performers
8. Lack of benefits
9. ~~Recognition of achievements~~
10. ~~Competitive Salary~~
Feeling that what we do makes a difference



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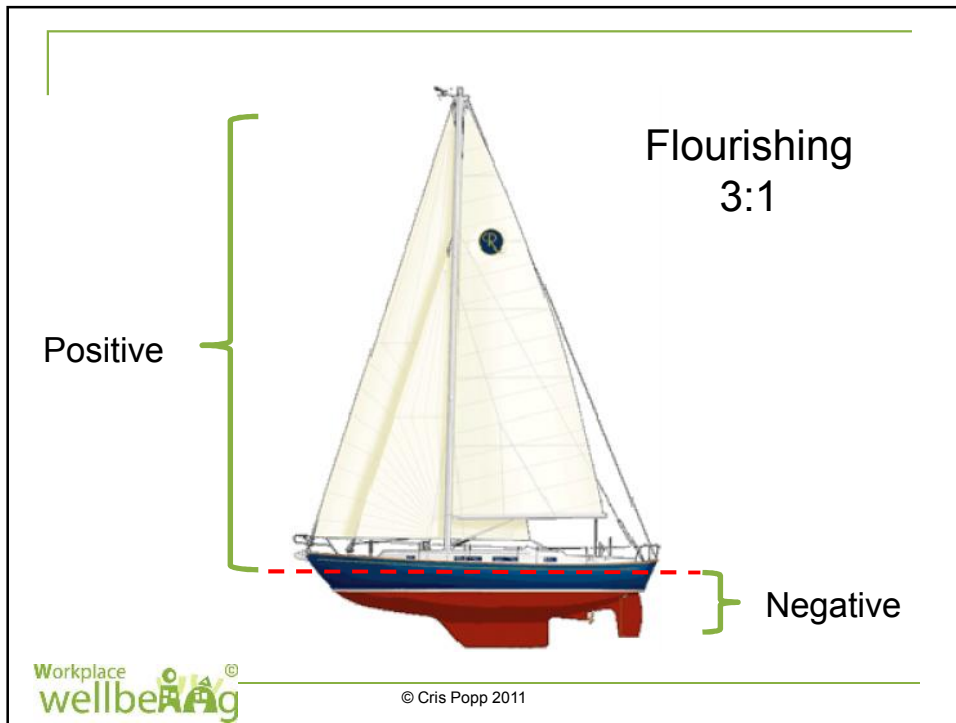
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Amygdala



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From Self-Discipline to Rituals

“Building rituals requires defining very precise behaviors and performing them at very specific times—motivated by deeply held values.”

Loehr and Schwartz

“Incremental change is better than ambitious failure.... success feeds on itself.”

Loehr and Schwartz

Goal Setting

Likelihood of effecting a change if you:

- hear an idea 10%
- think about it 25%
- set a deadline for adopting it 40%
- make a detailed plan 50%
- tell some that you will do it 65%
- have a specific accountability appointment with the person you committed to 95%



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