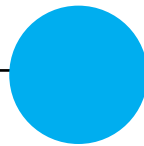


Communication Solutions

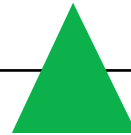
Attitudes



Breakdowns



Conflict Resolutions



By Judy Kay Mausolf

Our success depends greatly on how well we communicate in our personal and professional lives. When we communicate openly, positively, and effectively we inspire connections and build sincere, strong, sustaining relationships. Our ceiling of success then becomes like the old expression, “the sky’s the limit”.

A positive attitude will go a long way to nurture positive communication. You may have heard our attitude determines our altitude in life! Our attitude affects our altitude by creating positive or negative energy in the environment around us. The energy we create generates either our success or our failure based on the Law of Attraction. The Law of Attraction is like seeks like based on the frequency of energy emitted.

Start your day out with a positive quote for the day, what I refer to as a “Ray for the Day”. You can find uplifting quotes by googling them. *Reading a positive quote at the start of the day helps kickoff the day with positive energy.*

A Check Buddy is a great way to focus on the work day ahead and leave any troubles away from the office. A check buddy is the first person you see in the day to check in with and hold each other accountable to a level of attitude. Throughout the rest of the day, everyone is to hold each other accountable for the actions and behaviors that the co-workers established. It is important to agree on a word that you can say to each

other in a sincere and caring manner to get each other’s attention to help get their attitude back on track. It could be a word as simple as smile.

I promote the use of my orange rubber bracelet inscribed with the words Smile & Shine to create awareness to remember to smile for yourself and others. Smile energy is extremely powerful and wide spreading. *A smile instantly creates positive energy in the environment and uplifts the mindsets of the giver, the receiver, and everyone in the vicinity.*

Creating a kudos environment by verbally rewarding what is positive will help to create a culture of acknowledgment. To create a kudos environment it is important to know and be aware of what is positive in your environment instead of what’s negative and wrong. Verbally reward each other with statements such as great job, way to go, you rock or even just kudos. In a very short time everyone will begin to feel recognized, important, and cared about because they know they are being seen and appreciated on a daily basis. I love this kudos stuff because it really works. It only takes one person to get the ball rolling in the right direction. The person could be you. You don’t need permission to start. You just start by rewarding what is positive, good moods, good attitude, uplifting mindsets, even just a smile.

Wandering is another fun way to enhance a kudos environment. Wandering is when one team member

The Law of Attraction is like seeks like based on the frequency of energy emitted.

takes the magic wand and taps another team member (including manager or doctor) on the shoulder for a positive behavior. The magical sound of the wand can be heard throughout the office and raises the morale instantly! This fun and simple little act instantly changes the focus from what is not working to what is working!

It is important to know the breakdowns that get in the way of communication in order to avoid them. Personal Truths is the number one breakdown in communication. When we interact with others we are always coming from a place filled with our own experiences. Our expectations differ because of our unique and individual beliefs, opinions, and assumptions based on our experiences. These expectations become our personal truths upon which we base judgments of right and wrong. To help you remember it they spell out the word B.O.A.T. - Beliefs, opinions, assumptions, therefore, are truths based on our experiences.



Action Plan

- Listen to their truths.
- Share your truths.
- It's never about who is right or wrong.
- Agree on a third answer that works for both of the truths.
- Be open, respectful and understanding of each other's personal truths. It is what will enable us to communicate and interact effectively with others.

The Poison Triangle of Mistrust is another breakdown that is lethal to communication and what many of us may refer to as gossip. It is important to understand that if you are on the receiving end of gossip you are just as responsible as if you are the initiator. You play

a fifty-fifty role. If the gossiper has no one to tell, the gossip stops.



Action Plan

- Avoid talking to a third person regarding the question, concern, or conflict.
- Go directly to the person.
- Stop gossip by asking them to go talk to the person it is about.
- Have a word or a sign to stop gossip. (Peace Sign)

Enjoy, celebrate, and be mindful in the moment to create a positive environment! We must first learn to be present and celebrate who we are and where we are right now at this moment. Don't wait to enjoy and celebrate in life only once you reach that one special moment. Find a Ta-dah moment everyday!



Action Plan:

- Start by tuning into the moment.
- Consciously decide to process your life in ways that focus on gratefulness for what you have and what is.
- Just for the fun of it, every so often, close your eyes, throw your head back, your hands up in the air, spin around, and shout Ta-Dah!

I would like you to think about how you communicate with your co-workers, colleagues and patients...with your neighbors, friends and family. Is it positive and effective? Is it open, respectful and understanding? If not, what steps are you willing to take right now, right this moment? *Your success depends on your communication!*

Consciously decide to process your life in ways that focus on gratefulness for what you have and what is.