

10 TIPS FOR SUPPORTING PEOPLE



- 1. Appreciate diversity.** Ola Joseph said, “Diversity is not about how we differ. Diversity is about embracing one another’s uniqueness.” [Personality Dimensions®](#) is a fabulous tool to learn about, and appreciate, individual similarities and differences. Engage in diversity-related professional development such as [Understanding Diverse Clients](#) (a CMP course).
- 2. Create a safe workplace.** Provide a safe and judgement-free place to talk about ethical challenges and concerns; form an ethics committee or create an “ethics cafe.” Learn more about ethics in the workplace by visiting the Ethics Resource Center <http://www.ethics.org/> or taking a course on ethical practice.
- 3. “The first task of a leader is to keep hope alive,”** according to John Gardner. Improve your leadership skills and help keep employees engaged during times of transformation – register for Life Strategies 3-day series for managers and leaders. [Click here](#) or visit our website for more information.
- 4. Support flexible schedules.** Many workers today are trying to balance work, family, school, community involvement, fitness, and a host of other things. Provide opportunities for flex time, accommodate a parent’s need to leave early to pick up kids at school, and allow for staggered hours.
- 5. Facilitate “FLOW.”** Csikszentmihalyi found that flow (those wonderful moments when you lose all track of time and things are going perfectly) is largely a result of matching the level of challenge to an individual’s skills – we believe that sufficient resources are necessary, too. Create more flow within your team by giving people work that fully utilizes their skills, and the time and resources they need to get the job done.
- 6. Take a strengths-based approach to building project teams.** Move beyond job descriptions to a more fluid staffing model. Use an artistic team member as your designer on multiple projects; capitalize on a trivia expert as your fact-finder and researcher. Does someone love to follow blogs and FaceBook? Ask him/her to become your social media expert. SkillScan is a wonderful card sort that allows individuals to identify which skills they want to use in a Major Role at work and which ones they’d prefer to use less often. Call us if you’d like to use it with your team.
- 7. Don’t be afraid of mistakes.** Mastery takes practice...and there will be slips along the way. Create a work environment where mistakes are accepted and lead to learning opportunities. Encourage risk-taking and experimentation; debrief “lessons learned.”
- 8. Be willing to make tough decisions.** Did you know that studies from the United States and the UK estimate that one in five workers are regularly abused through workplace bullying? A toxic work environment is unhealthy, unproductive, and impacts services to clients and customers. Don’t avoid dealing with workplace issues.
- 9. Don’t text – talk.** Encourage technology-free breaks. Not only does this alleviate the 24/7 connectivity that leads to burnout it helps strengthen interpersonal relationships.
- 10. Have fun!** We’ve always believed that work should be fun...and there’s lots of research to support that notion. Even Thomas Edison, the prolific inventor, said “I never did a day’s work in my life—it was all fun.”



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