



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 to about, and appreciate, individual similarities and differences. Engage in diversity-related professional development such as [Understanding Diverse Clients](#) (a CMP course) and [Managing Diversity at Work](#) (a 1-week e-course for managers and HR professionals).
- 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 ethical 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." If work isn't fun for you right now, here's a recent blog that might help turn things around: <http://www.betterstrongerblogger.com/2009/03/laughter-on-the-job.html>



Coming Fall 2010

We hope you'll join us in our upcoming courses.

Click on the course names below for more information.

CPE521 - 'B' level assessments

Outplacement

Understanding Diverse Clients

Managing Diversity at Work

John Coward is teaching

- **Proposal Writing**
- **Placement & Monitoring**

If you're pursuing your CCDP designation, you'll be interested in **Ethics and Theories** courses. Both are scheduled this fall.

We're especially excited about **Keeping Employees Engaged During Business Transformation: A 3 Day Series for Leaders, Managers, and Supervisors**

Contact info@lifestrategies.ca for details.

Of course, many other courses in the **Career Management Professional program** are coming up soon. If you want to choose your own start date, consider one of our many directed studies courses.

DID YOU KNOW?



Our new newsletter has arrived! Each newsletter will feature a different "10 Tips," "New Resources," and "Did You Know?" as well as information on upcoming courses and events.

Our website has been redesigned! While this means your favourite bookmarks might have to be re-set we hope you like this new design. Browse through Our Services; check out the Resources to find Articles, Flyers, and reproducible Tip Sheets (coming soon). Find easy access to our Blogs, Facebook page, Online Store, and e-Learning Site through Life Strategies Online.

The International Association of Educational and Vocational Guidance (www.iaevg.org) recently approved Life Strategies courses for the Educational and Vocational Guidance Practitioner (EVGP) credential.

Jayne Barron and Miranda Vande Kuyt are now members of the Life Strategies team.

To read Jayne's Bio - [click here](#)

To read Miranda's Bio - [click here](#)

We have a new blog for members of Life Strategies' LearnOnline community to share news, updates, resources, tips, and strategies for working effectively within our field.

Follow us at <http://learnonline-reconnect.blogspot.com/>

NEW RESOURCES

Career Flow: A Hope-Centred Approach to Career Development, co-authored by Spencer Niles, Norm Amundson, and Life Strategies' own Roberta Neault, is now available. Order today from Amazon.ca



Prezi - A New Presentation Tool Introduced to us by two different presenters, Prezi is a web-based presentation tool offering far more creativity than PowerPoint. You can easily zoom in on specific content, show relationships between concepts, and embed video. Check it out at www.prezi.com

Although published in 2003, it's new to us – **Good Business: Leadership, Flow, and the Making of Meaning** by Mihaly Csikszentmihalyi – the author of Flow. We introduce Csikszentmihalyi's Flow model in our courses and presentations...this latest book is well worth picking up!

CONGRATULATIONS



Sincerest congratulations to Suneet Mondair who started grad school this past week. Suneet joined the Life Strategies team in July 2010 only to discover the following week that she'd been accepted into the University of Waterloo's Masters of Sociology program. We wish Suneet all the best. We'll miss you...and the fabulous fudge!!!

Congratulations to the newest Personality Dimensions® Certified Trainers - Patricia Dye, Anahita Kadkhoda, Janet Kimmel, Robb Lansdowne, Tara Nelson, Hope Setso, Daniel Shapleigh, Carol Urquhart, Frances West, and Elaine Young.



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