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EFS SERVANT LEADERSHIP FOCUS

A monthly newsletter to promote and stimulate servant leadership

"Our life is what our thoughts make it."

Marcus Aurelius

THE BENEFITS OF
 POSITIVITY AND COST
 OF NEGATIVITY

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HOW ACCOUNTABLE
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THE BENEFITS OF POSITIVITY AND COST OF NEGATIVITY BY: JON GORDON



BENEFITS OF POSITIVITY:

1. Positive people live longer. In a study of nuns, those that regularly expressed positive emotions lived an average of 10 years longer than those who didn't (Snowdon, 2001).
2. Positive work environments outperform negative work environments (Goleman, 2011).
3. Positive, optimistic salespeople sell more than pessimistic salespeople (Seligman, 2006).
4. Positive leaders are able to make better decisions under pressure (Institute of HeartMath, 2012).
5. Marriages are much more likely to succeed when the couple experiences a 5-to-1 ratio of positive to negative interactions, whereas when the ratio approaches 1-to-1, marriages are more likely to end in divorce (Gottman, 1999).
6. Positive people who regularly express

positive emotions are more resilient when facing stress, challenges, and adversity.

7. Positive people are able to maintain a broader perspective and see the big picture, which helps them identify solutions, whereas negative people maintain a narrower perspective and tend to focus on problems (Fredrickson, 2009).
8. Positive thoughts and emotions counter the negative effects of stress. For example, you can't be thankful and stressed at the same time.
9. Positive emotions such as gratitude and appreciation help athletes perform at a higher level (Institute of HeartMath, 2012).
10. Positive people have more friends, which is a key factor of happiness and longevity (Putnam, 2000).
11. Positive and popular leaders are more likely to garner the support of others and receive pay raises and promotions and achieve greater success in the workplace.

THE COST OF NEGATIVITY:

1. Ninety percent of doctor visits are stress related, according to the Centers for Disease Control and Prevention.

2. A study found that negative employees can scare off every customer they speak with - for good (Rath, 2004).

3. At work, too many negative interactions compared to positive interactions can decrease the productivity of a team, according to Barbara Fredrickson's research at the University of Michigan.

4. Negativity affects the morale, performance, and productivity of our teams.

5. One negative person can create a miserable office environment for everyone else.

6. Robert Cross's research at the University of Virginia demonstrates that 90 percent of anxiety at work is created by 5 percent of one's network - the people who sap energy.

7. Negative emotions are associated with decreased life span and longevity.

THE 13 COSTS OF BLAME

JOHN G. MILLER



Organizations that don't eliminate blame right now are burning money!

That's my conclusion from working with a bunch of organizations since 1986. In fact, *The Question Behind the Question* (QBQ!)—a tool for practicing PERSONAL ACCOUNTABILITY—was born as an antidote to blame. Only when individuals engage in accountability, responsibility, and on-the-job ownership will the very real dragons of finger-pointing, culprit-seeking, and blame be slain. This is when organizations become ... *outstanding*. But why bother? Does it really matter, this blame thing? Well, *you* decide after exploring our itemized list titled ...

13 Costs of Blame (COB)

- COB #1: Blame leaves problems unsolved.
- COB #2: Blame creates fear, hurt, and anger.
- COB #3: Blame destroys creativity, innovation, and risk-taking.
- COB #4: Blame obstructs teamwork.
- COB #5: Blame lowers productivity.
- COB #6: Blame kills trust.
- COB #7: Blame—internally—pushes “external” customers away.
- COB #8: Blame hardens positions, hindering conversation.
- COB #9: Blame limits listening and hearing.
- COB #10: Blame blocks learning.
- COB #11: Blame encourages good people to leave.
- COB #12: Blame increases resistance to change.
- COB #13: Blame causes staff *dis*-engagement.

(For all you execs, HR, and training people working hard to survey “employee engagement” and raise your scores, *please* note #13!)

And let's add a bonus COB. If you believe happiness, joy, and positive thinking are important on the job, just think what blame and finger-pointing do to those critical components of a workplace culture. It's not a pretty picture.

Now, a thought:

Since there is no *Cost of Blame* line item in our budgets, the *real* cost of blame is that we don't know its real cost—*financially*.

What do *you* think the items on our COB list would cost an organization in dollars?

Maybe this is where I say just take it from a guy who's been around a while, letting blame persist in your organization is like burning cash.

And, bottom line, who would want to do that?!

HOW ACCOUNTABLE PEOPLE THINK

JOHN G. MILLER



Our ability to think is a blessing—and a curse when we don't *control* our thinking. Why is it critical to take captive our thoughts?

Because you and I are **forever** a product of our thinking. A question to ponder:

How well have I disciplined my thoughts recently?

Use this list to "grade" yourself ...

20 Thoughts Accountable People Think

1. Work is good.
2. I exist to serve.
3. I'm not entitled.
4. I am not a victim.
5. I reap what I sow.
6. I create my stress.
7. It's right to apologize.
8. I can only change me.
9. Humility is a good thing.
10. Complaining fixes nothing.
11. My choices got me to where I am.
12. The past is done, so I will let stuff go.
13. Problems are to be solved, not ignored.
14. I own my results, so won't blame others.
15. Boundaries matter—it's okay to say "no."
16. When confronted, I'll consider the message.
17. I don't know everything and have plenty to learn.
18. My development is not my employer's job, it's mine.
19. When things go awry, I'll consider what part I played.
20. Since I make mistakes, I won't judge others when they do.

So, how'd you do? Pass? Fail? :-)

Which of these 20 accountable thoughts do you need to think right now?

THE T.H.R.I.V.E. THINKING PYRAMID AND SELF-TALK TOOL

Michael J. Stabile

In last month's issue of the newsletter we introduced and gave the 30-day Challenge to use the **T.H.R.I.V.E. Advantage Thinking Pyramid**. Some of you have requested the PDF tool. Let us know how the 30-Day

Challenge went for you. What are you noticing? How is it impacting your self-talk and more importantly your beliefs about yourself?

It takes a little over 60-days on a consistent basis to see transformational change. Be persistent; take 5-10 minutes to start your day and/or 5-10 minutes before you go to bed to go over the T.H.R.I.V.E. Advantage Thinking Affirmations.

Drop us an email our contact us at mstabile@futurenowed.com.

We would love to hear from you and your story.

Remember, what we say to others is not nearly as important as what we say to ourselves. All day, every day, our minds are flooded with

thoughts that direct us to leading the lives that we live.

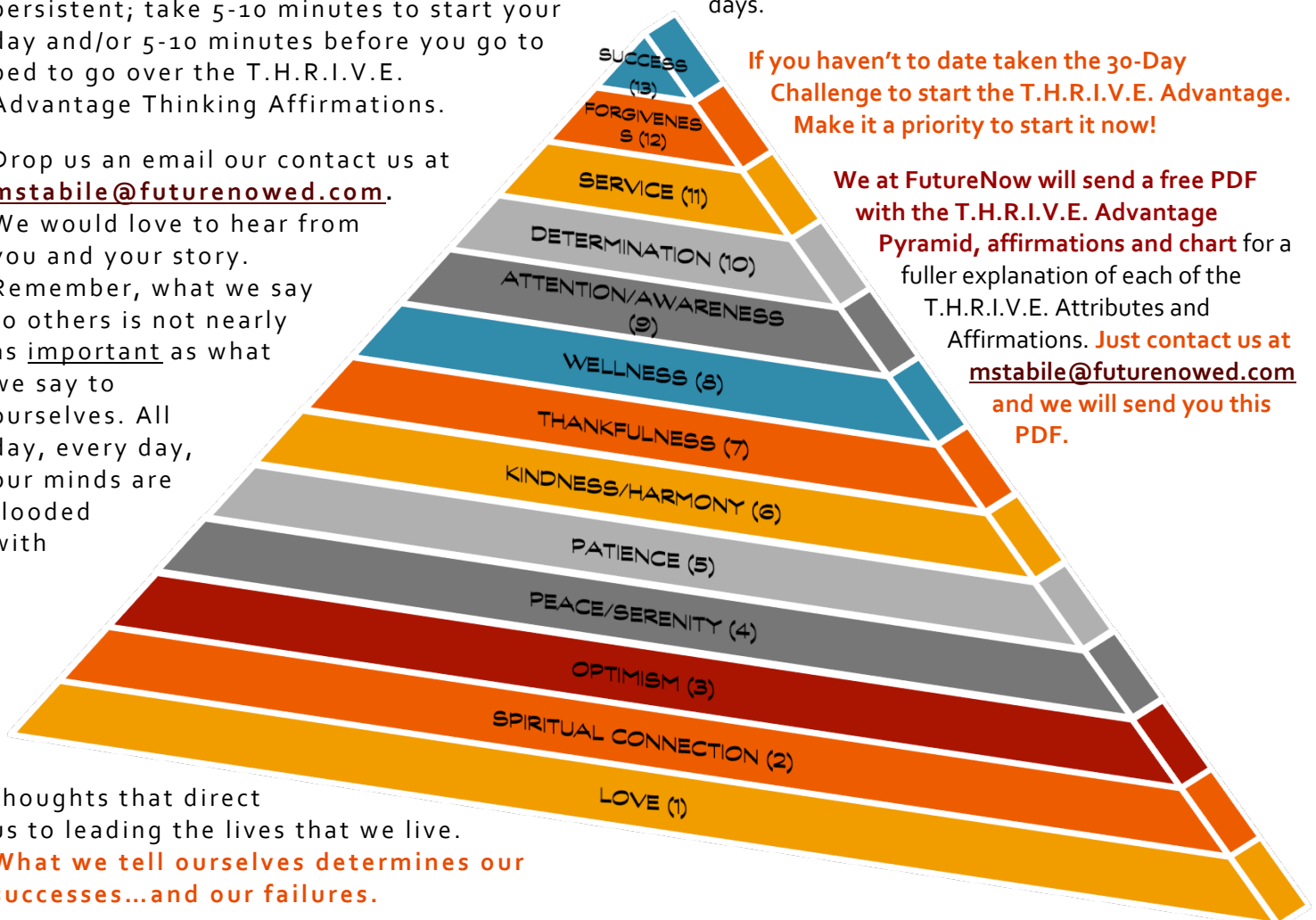
What we tell ourselves determines our successes...and our failures.

If you want to make an improvement in any aspect of your life, it's essential to always start by changing your self-talk if you want to succeed.

That is why I developed **the T.H.R.I.V.E. Advantage Thinking Pyramid Tool**. It is a self-talk method to **renew your mind and thinking**. Take charge of your focus of attention and rewire your brain from the inside out. The Pyramid is a tool that focuses on **13 T.H.R.I.V.E. Attributes and Positive Affirmations** that can be repeated at your AM and/or PM routines for 5-10 minutes a day for at least 30-days.

If you haven't to date taken the 30-Day Challenge to start the T.H.R.I.V.E. Advantage. Make it a priority to start it now!

We at FutureNow will send a free PDF with the T.H.R.I.V.E. Advantage Pyramid, affirmations and chart for a fuller explanation of each of the T.H.R.I.V.E. Attributes and Affirmations. Just contact us at mstabile@futurenowed.com and we will send you this PDF.





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Coaching reminders:

Mike is available for individual leadership coaching.

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Empowering
Thinking

Equipping
Leaders

Transforming
Cultures

...one person
at a time.



"EVERYTHING RISES OR FALLS WITH LEADERSHIP."
CULTIVATING THE EFS WORK CULTURE