



Stress, exhaustion, and unmet needs can make positive communication a challenge. It can often be easier, and in the moment, take less energy to be negative. However, in the long run, negativity will always consume more time and energy and potentially ruin a connection.

Being positive is a habit. Learning to see everything as an opportunity for growth or to practice a new skill is a learned habit. Human nature makes us want to stay where we are comfortable, to frown on change and to protect ourselves as needed. Choosing to be positive means we are choosing to be vulnerable and embrace the challenges as they are presented.

When communicating with staff, especially those you supervise, it is vital to remember you set the tone. If you share a message and communicate angst, worry, stress, and anxiety, your staff will experience these feelings as well. The same can be said for anger. Choosing to remain calm, to use positive words and to build your staff up will create a solid, unified platform to face any obstacle.

Choosing to be positive does not mean you do not see reality. It simply means you see reality, but you are choosing to be in control, not the moment. Being positive means you know you have the skills to handle what comes your way, you understand your strengths and you know how to create collaborations to overcome the portions you cannot overcome by yourself.

Create phrases you can use with your staff to encourage them, to help them see a challenge as an opportunity and to remind them what they are capable of. When you have to share a negative message, choose to use words which are factual and will clearly communicate the message, but are not cruel nor will they harm the other person. You can clearly communicate your displeasure in a way that is positive and will leave the other person open to listening and making corrections.