Transforming Negativity with Compassion and Curiosity

We're All Different--And That's a Good Thing

A combination of different work styles has the potential to create high-functioning teams.

Overcome the Negativity Bias

Retrain your brains to overcome the fight or flight response with these steps:

1. Awareness of the fight or flight symptoms
2. Grounding to come reverse the physical effects of fight or flight
3. Get curious - force the thinking part of your brain (prefrontal cortex) back into action and explore the possible reasons for the negativity.

Set Behavior Boundaries

Regardless of the underlying cause of the negativity, certain behaviors are unacceptable anytime. Be explicit with employees about where the boundaries are.

Give and Get Criticism with Grace

Follow the steps on giving and getting criticism to build trust and strengthen relationships.

Go on Rumor Patrol

Check your assumptions at the door and ask for information.

1. Help me understand...
2. The story I'm telling myself is...

Use Best Practices to Stop Negativity Before It Starts

- Define roles and responsibilities.
- Ask for input.
- Get buy in by clarifying goals and explaining each employee's contribution.
- Before starting meetings, do a two-minute check-in.
- Connect 1:1 on a regular basis.
- Send handwritten thank you notes.

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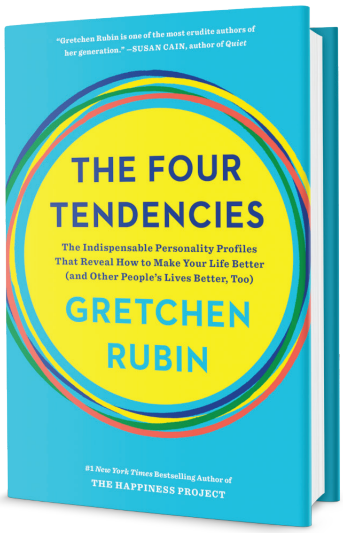
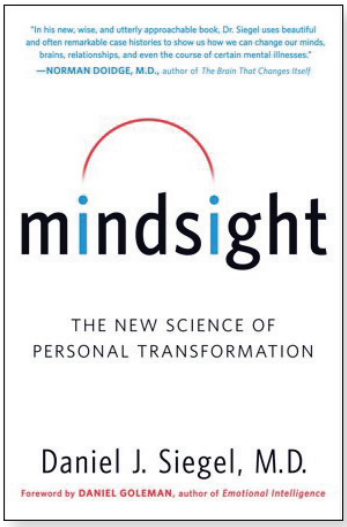
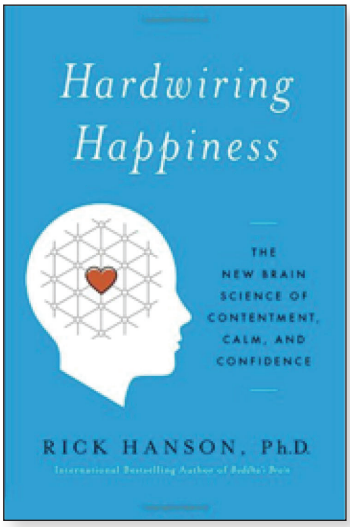
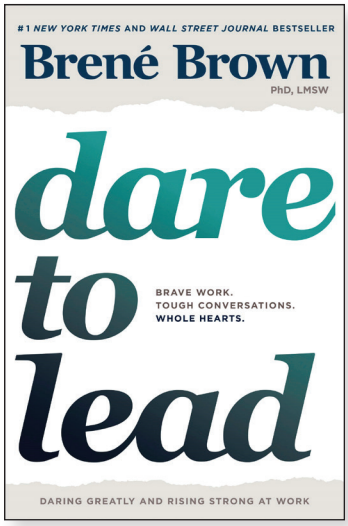
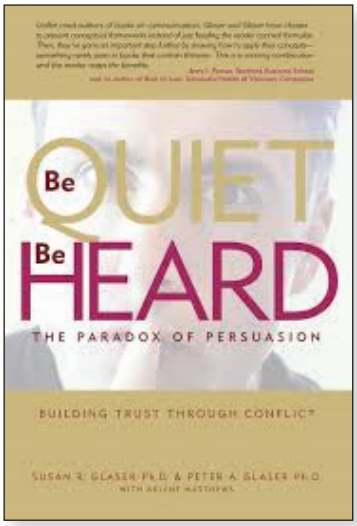
Resources

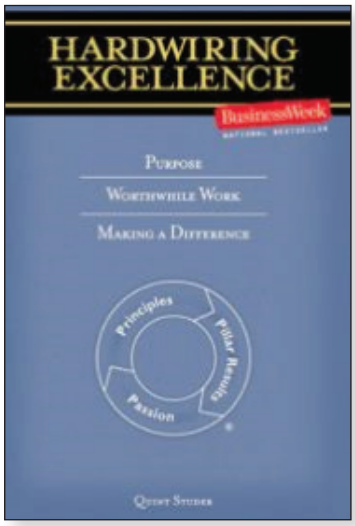


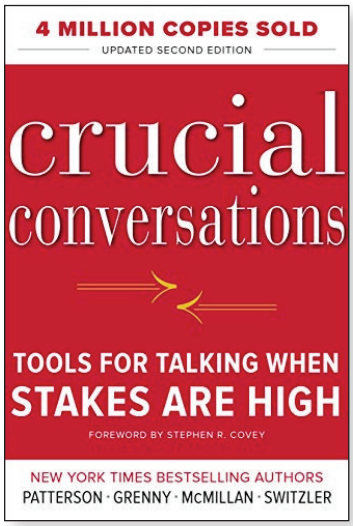












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