



12 Secrets Plus 3 for Creating *Joy* Spots at Work

And why joy is the next competitive advantage

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Radiate Joy. Transform how people feel, engage and perform.

12 secrets plus 3 for creating *joy spots* at work, and why!

Why create JOY SPOTS?

Because JOY is the next competitive advantage!

Because happiness precedes success and all performance, creativity, innovation and team connection is improved when people feel happy at work!

Because happiness is what everyone thinks they want, but it's only the beginning of joy!

Because the latest research in neuroscience, epigenetics, emotional intelligence and positive psychology intersect at a point I call "the joy spot"- the sweet spot for performance.

Because joyful, silly states increase the number of dendrites in the brain. This makes you smarter! Neurons connect via dendrites, so the more dendrites, the more neurons are working!

Because stress can make you stupid, fat and sick! We know stress either causes or contributes to all illness. The main stress hormones, adrenalin and cortisol, literally 'eat' brain cells and put on abdominal fat. Stress narrows our focus and diminishes performance.

Joyful workplaces are buzzing with people bursting with energy, vitality and enthusiasm! They love what they do and feel they are important at work, and do important work!

They make great collaborative teams and are productive, resourceful and creative.

Your mission, should you choose to accept it!



Leaders need to make the workplace a joy spot! Parents need joy spots at home!

Teachers need joy spot classrooms for better learning.

1 Give others permission to be joyful! Laugh!

Our first step to creating a joy spot at work is to give others permission to have fun! Fear of humiliation, or FOWOT, fear of what others think, often stops people doing things that make work fun. If the leader does fun things it gives everyone else permission to do the same.

If the leader (parent or teacher) is serious and 'professional' all the time, no one else feels safe to laugh or create opportunities to be joyful!

I believe it's possible to be extremely professional AND have fun and be joyful at the same time. I think it's one of the secrets of my success in each career I have had.

Your mindset matters! Focus on creating and modeling joy today!

Watch how others will follow you, once they know you are sincere!

Or they are convinced you have had a personality transplant! LOL Just joking!

2 Bust stress, and fear

It is extraordinary the number of people in my audiences who say they either have trouble going to sleep because of worry; or they fall asleep instantly but wake up at 3am and can't go back to sleep!

This is because worry just before sleep releases a bucket load of adrenalin and cortisol. The adrenalin keeps you awake and the cortisol wakes you up at 3am! This is not smart.

Eradicating fear is the best strategy for busting stress.

We are all living lives of habits and patterns ruled unconsciously by fear.

Not only do we not know we have the habits and patterns, because we are so used to them, but we have no clue there is a fear behind those behaviors, reactions and actions.

Find the fear. Yours and others. Fill the need that is behind the fear.

For example, if people feel insecure and uncertain about their future at work, help them understand more of what is going on. Reassure them as much as you can that they will Eradicate fear!

3 be taken care of.

Help them to be the best they can be so their performance does not put them at risk.

Talk openly about possible fears, that often makes the fears disappear, just like turning a light on takes away a child's fear of the dark!

3 Have happiness reviews!

My former husband, Ken Wright, is an amazing leader, a people whisperer! One of the secrets of his great leadership success was to have happiness reviews as well as performance reviews!

He would meet with people and find out what was making them happy at work, or not, and work with them to address the issues that emerged. This only took 30 minutes a month but reaped rewards far out of proportion to the time spent!

Meet with everyone on your team, or in your family, or in your class, and let them know these will be a regular occurrence. It teaches people all sorts of adult skills to have meetings like these and to openly AND SAFELY discuss what is making them happy, or not. The main focus is the joyful aspect!

4. How you conduct staff meetings The group dynamics of your staff meetings is critical and yet something most people rarely think about! Most people are rushed, stressed and don't have time for "more meetings".

Begin yours differently!

Let everyone know that from now on, all meetings will begin with everyone answering the question "what's the best thing that happened to you since we last met?"

This is to be a ritual. You begin EVERY meeting with this.

That way, people will be thinking of all the good things that have happened to them as they are walking to the meeting so they are in a good physiological state when they enter the room.

Before you judge this and become a victim of FOWOT, try it. It makes an incredible difference. The whole quality of your meetings will change. It is a very clever, subtle physiological leadership tool!

If you are a parent, ask your kids every night "what's the best thing that happened to you today" and you will be teaching them optimism.

Time for a happiness review! What's the best thing that's happened to you since we last met?

5 Help people believe in themselves, and what they are doing

Belief in your own ability is a better predictor of success than any level of skill.

One of the main components of a leader's job is to encourage people to believe in themselves. This means helping them grow and develop.

In a happiness review, ask them about the areas they think they need to develop. Give them feedback on what you think are their strengths. Help them to create a plan to grow in the areas they identify.

My former husband has a fabulous technique he outlines in detail in his award winning

Trust them to complete tasks, but make sure they have the resources to do it. Education is a resource! Give them all the information they need to be successful.

The more successful people are the more they believe in themselves.

It only takes one person in your life to believe in you and you can do anything you put your mind and heart to do!

The more people believe in the 'cause' and that their work has meaning and helps others, the more engaged and passionate they are.

Make sure people understand how important their work is and how it helps others. Help them to see the bigger picture and purpose of what they do.

6

Create a TA DA, Leadership is about feelings

Everything in life is about feelings. EVERYTHING. How you feel about your boss, your job, yourself, your colleagues, your company, your purpose and the value of your job are all critical for performance.

The number one thing that people want in life is recognition and acknowledgement. They want to FEEL SPECIAL.

Make people feel special, whether you are a leader, in sales, a parent, or just a human being! It is the number one quality for success, the ability to make everyone you meet feel special, authentically!

When toddlers do a TA DA adults clap and cheer and make a big fuss. Toddlers are very smart! They do them all the time, until about age 8 when it becomes uncool to do TA DA's!

But adults are really teenagers in grown up bodies and we keep doing silent TA Das for the rest of our lives! And are disappointed when we don't get the acknowledgement or recognition.

Not seeing people's silent TA DA's is the single greatest de-motivator! Whether at work or home. And it applies to everyone, no matter what age.

You MUST look for people's silent TA DA's.

Encourage others to see the TA Das. Have a monthly TA DA competition. Each month people nominate a person who deserves the TA DA award, it doesn't matter how small the gift or award, it's the recognition that makes them feel special!

Try it before your head takes over and judges it as silly, remember, the dendrites come out when you are being joyful and with this activity you not only grow new dendrites but you also make lots of people feel special, AND....you create connections between colleagues.

7 **Serve others, with reverence**

There are two paths to joy. One is to connect with something bigger than you, the spiritual aspects of life and the other is to serve others.

Creating purpose and meaning at work is fundamental for joy.

People want to feel they are making a worthwhile contribution. And that their specific contribution is valuable.

Serving others, whether at work or by volunteering in the community on company time is a fantastic way to make people feel joyful.

An antidote to depression and a reminder of how blessed we really are, volunteering has all sorts of physiological benefits as well.

Create a 'serving' consciousness at work.

Talk about it and the importance of it. Model it if you are a leader by seeing yourself as a 'servant' to your team. You serve them by developing them; helping them believe in themselves; creating a workplace in which they can be the best they can be; really caring for them; developing yourself to be a better person.

There are many ways you can serve others and encourage them to serve each other, with respect and reverence.

Serving others adds a whole new meaning to teamwork, which these days is a ho hum overused phrase. Serving others makes people feel good about themselves, and does good at the same time.

Encourage volunteering. Have people work in other departments to foster understanding of what goes on so they can relate better.

Servant leadership is a great model to follow. A parent who volunteers or serves others and talks about the concept builds that value in their children.

Just do it!

8 **Wear gratitude glasses, Build hope**

This is a very clever way to build great attitudes at work. Many leaders complain that people have an 'entitlement' attitude, gratitude is the antidote!

Gratitude glasses can either be circles you have made with your thumb and forefinger, or fun, silly giant glasses that you can buy! (we have them at www.thejoyproject.com)

Wear them to remind yourself and others of all the things for which to be grateful. Gratitude is the antidote to depression; it reframes anything that happens to you; it helps you learn optimism; it is the foundation step for joy.

You can't have a heart full of misery and a heart full of gratitude at the same time. Keep them on your desk to remind yourself and others all the reasons you have to be grateful.

Use them at staff meetings and if you start the meetings with 'what's the best thing that happened to you today', finish them with "what's one thing for which you are grateful from today's meeting?"

Before your judgmental, 'frightened of what others will think' mind takes over, remember that by having the courage to do this as a leader, you give others permission to do the same and you model a very important skill.

As a parent, we think we are teaching children gratitude by forcing them to say 'thank you'. That does not teach gratitude! Make it a routine question at dinner each night and ask them things for which they are grateful during the day.

Keeping a gratitude journal that you fill in each night before you sleep may be better than any sleeping pill or antidepressant! Gratitude fills you with hope.

Never underestimate the power of gratitude to change the culture of a workplace, imagine if people focused on gratitude rather than politics! Gratitude for having a job rather than the 'thank God it's Friday' syndrome!

Your mission is to change them to feeling 'thank God it's Monday!'

Gratitude glasses will help this mission!

9

Be a good finder - Make it a workplace mantra to build enthusiasm! (and love!)

Hand in hand with gratitude glasses goes the philosophy of 'be a good finder'!

When I was in the USA, our pastor told a wonderful story of a study of 1000 successful people. They were successful in all areas of life, financially, emotionally, personally and professionally.

In a search to find the common denominator, the researchers were surprised to discover that it was not education, socio economic status or family history. They had to invent a new term to describe what they found.

All these people were 'good finders'! They found good in every person they met and everything that happened to them. They would actively and consciously look for the good.

Model this for your team and children. It is a powerful tool to use for creating a joy spot. Too many people are focused on finding the bad and sharing their misery about it.

Imagine if you could have people who are connected by finding good in everything that happens and competing to see who can find the most good! LOL

Teach your children this critical life lesson, help them to see good in everything, even when it appears difficult, bad or hopeless.

No matter what happens at work, try to highlight the good in the situation. For those who criticize you for being afflicted with the 'Pollyanna syndrome' help them to change their ways or help them find another job somewhere else!

Be a good finder, it's a choice!

8 Focusing on the good is not unrealistic, it is making a conscious choice to make good out of difficulty.

Everyone is stressed, time pressured and overwhelmed these days, so it is valuable to help them view the glass as half full rather than half empty, or in fact, that they are blessed to have water in the glass at all! LOL

Actively looking for the good in every person in your team and all your colleagues changes all our non verbal communication. Be warned, this is transformational. It transcends all the traditional ways of 'effective communication'!

Once you focus on the good in others, your world will become a much brighter, more joy filled place!

Here is your new mantra, put it up on signs all over work and home, Every thing is a good thing. Every place is a good place. Every person is a good person!

10 Listen and mean it!

Most of us listen for the gap in the other person's conversation!

If you don't have time to listen properly, explain that, "I want to really pay attention to what you are saying, but I have this deadline. Could we do this at 2pm today?"

Give them an appointment and show your genuine interest.

Being present, patient, staying calm and breathing as you are listening is critical.

Listen with your heart for the feelings they have hidden in the words they are using!

Respond to the feelings NOT the words!

If you are planning your reply while they are still speaking, or if you are distracted and looking at your phone, watch or behind the person, you are not listening!

STOP all internal chatter; focus on the person and try to grasp the feelings they are experiencing.

Michael Grinder my mentor taught me to wait until someone finished speaking, look down, nod and think about what they might be feeling and count to 5 before responding.

This often gives the other person time to add more to what they said and it gives you more information to help them more effectively.

Being present in this way will transform how people feel around you and about you. It also helps them feel better about themselves.

People feel cared for and understood when they feel someone truly listens to them.

A great listener is a great healer, leader, parent and friend!

11 Check your mood, Inner peace rules!

The Harvard business Review claims that a leaders mood has a major impact on the performance and culture of the organization.

Your mood matters, in every role!

Aim to stay calm, authentic, relaxed and joyful at all times!

Make every thing that normally stresses you a test. A test to see if you can stay calm, natural and relaxed despite what is going on around you, or who is talking to you!

Your goal is to be cheerfully enthusiastic in the face of all adversity!

Things always do work out. Believe that and expect it to happen, you will be stunned at the difference it makes to you and everyone else!

Stress, fear, frustration and anger not only make you sick, but they also create toxic environments. Remember you are a walking joy spot, not a human toxin!

12 Be a spirit igniter, Show compassion

Think of a gas kitchen stove top. It has a pilot light that either ignites into flames with the flick of a switch or is blown out.

Every human being has a pilot light inside their hearts. Your mission, should you choose to accept it, is to be a spirit igniter, NOT a spirit 'foofer'!

Spirit foofers have lousy attitudes and tend to be cynical, pessimistic and always drag the whole team down. Find ways to either turn foofers into igniters by growing and developing them and making them feel important, or move them out!

Spirit igniters have compassion. They truly care. They use the credo that Barry Wehmiller, a company in the USA, uses,

“we are developing great people to do extraordinary things.”

HELP PEOPLE GROW AND DEVELOP!

If everyone in an organization operates from that credo, transformations happen!

10 It's a story, not reality! And we can change our stories!

An old adage is ‘people don't care how much you know, until they know how much you care!’ It's very true. Great leaders and successful people have no fear of showing compassion.

It only takes a positive glance, a word of encouragement, a smile or thumbs up to ignite another's spirit, make sure you do it today, at work AND at home!

13 Be generous - Examine your stories

Our beliefs are critical because they are the basis of the STORIES we tell ourselves. We don't see reality - we perceive and judge and then develop beliefs, which we turn into stories that reinforce our beliefs! And alter all our perceptions.

Then we develop expectations - and then we see ONLY what we expect to see, not what is really there!

What stories are you telling yourself about yourself, your work, your job, your company, your boss, your colleagues, your team, your family or your life?

Remember, it's just a story, and you are writing the book of your life. You can change the story anytime you like. You CAN create the life you want, it just needs a different story line!

Write the book of what you want your life to be, based on the endless possibilities of the future, not on what happened to you in your childhood or last week!

Write about how generous you are in your description of yourself.

Remember, everyone else is living their ‘story’, so be generous. They are doing the best they can. Help them see the truth or at least a bigger picture and guide them into seeing who they REALLY are, not what their story is!

Be generous with your spirit; your time; your praise, your love and encouragement. Give others the benefit of the doubt, so many times we assume the worst immediately! STOP NOW!

If you focus on giving, a flow is created and more comes back to you than you ever imagined!

14 Let Go, Forgive

“Un-forgiveness is like drinking poison yourself and waiting for the other person to die!”

I don't know who said that, but it's brilliant! Much of the politics and communication challenges at work come from people holding grudges or resenting something that was done in the past.

There is nothing we can do to change the past, but in the present you can choose to let the 'stuff' go. You can choose to have an adult conversation about what has happened and try to resolve your differences.

Forgiveness is something we all need to do on a daily basis, people are always unconsciously offending us or triggering fears in us, but it's all OUR STUFF! They are just the messengers of new areas of self development we need to focus on!

Be grateful, put your gratitude glasses on, whenever there is a 'difficult person' or situation, they are showing you where you need to grow and how you need to practice being calm, natural and relaxed more often!

LET GO! All the stuff you are hanging onto can make you sick. In *Molecules of Emotion*, a great book by Candace Pert, this scientist tells us that hanging onto stuff from the past creates disease in the future.

Make it a mantra for Tuesdays!! Let go and forgive!

15 Energy and vitality - connect your head and heart

Separation is one of our greatest fears. Loneliness is endemic, even more so in this age of technical connection!

Humans crave for a sense of belonging, whether to a family, a team, a cause, or a group of friends (a la social media!). It starts when we are children and only grows after that.

Many of us are so busy, rushed and stressed that our heads and hearts are no longer connected! We live in our frantic, overwhelmed minds and haven't had a feeling for years! Sure we have had emotions and reacted all over the place, but rarely do we have true feelings.

That's why great leaders all say how important their 'gut feelings' are, that inner sense of knowing. Trust the wisdom of your heart, it often 'speaks' through your gut!

NO more blaming or excuses! Take responsibility, forgive and let go today!

12 When you use the discernment of your heart and it's inner guidance, your energy levels go through the roof!

Your heart can guide you into all the healthy activities you need to do: rest more; exercise regularly; eat healthy foods; drink alcohol moderately; drink lots of good water; use stress busting strategies other than drinking or abuse; relax and unwind, you know what you need to do, you just have to listen to your own heart's wisdom!

Take time today to be with your heart and just listen. Ask for its advice! Listen!

Once you are connected to your heart then you can connect to other people's hearts and THAT is the secret of great success in relationships.

ALL relationships in all circumstances.

Remember ALL business when boiled down is about feelings.

When you are in good shape, feel good about yourself and what you are doing and work sensibly, you will amaze others with your high energy and vitality!

**For more ideas on how to create joy spots, and resources to help you, visit
www.thejoyproject.com**