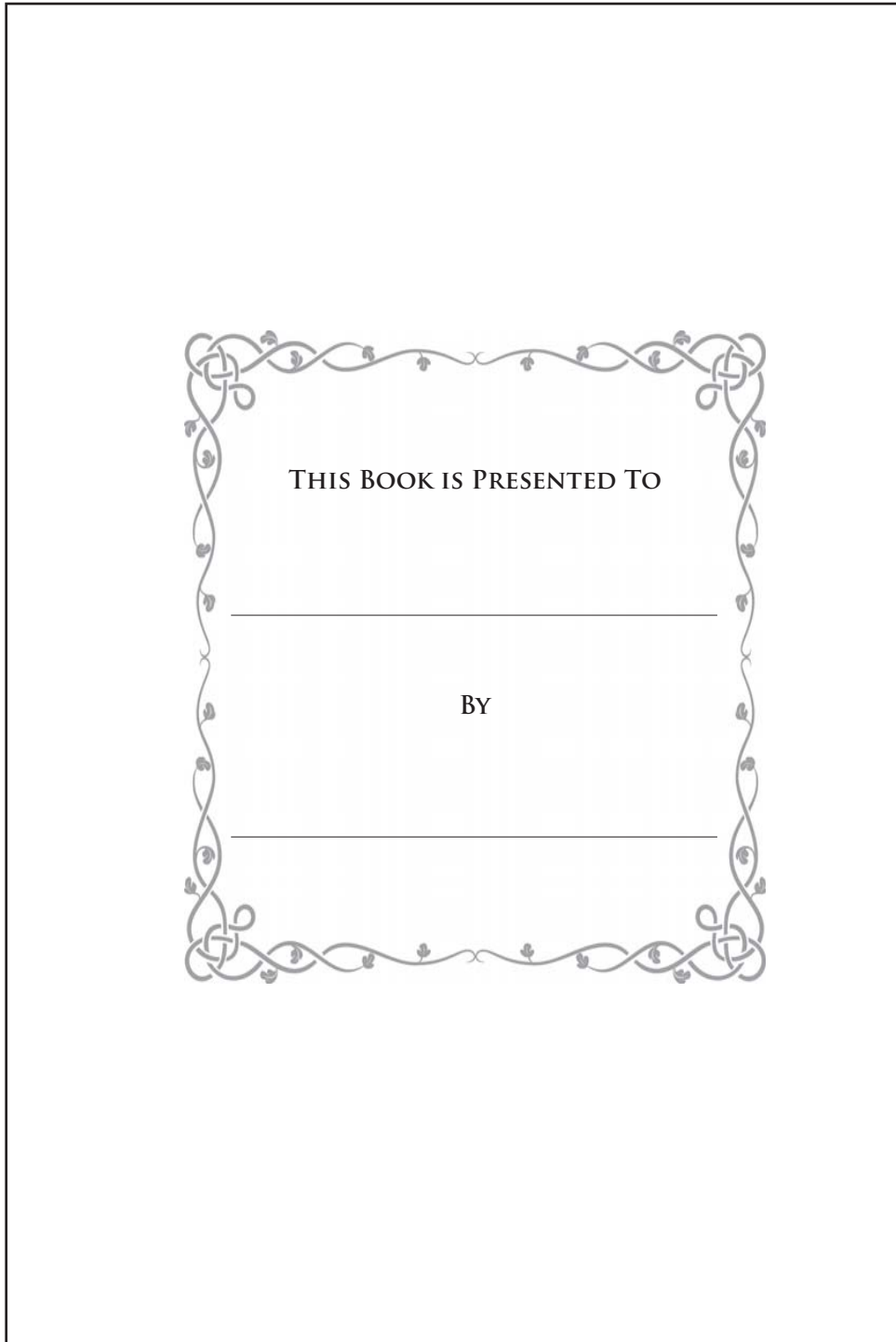
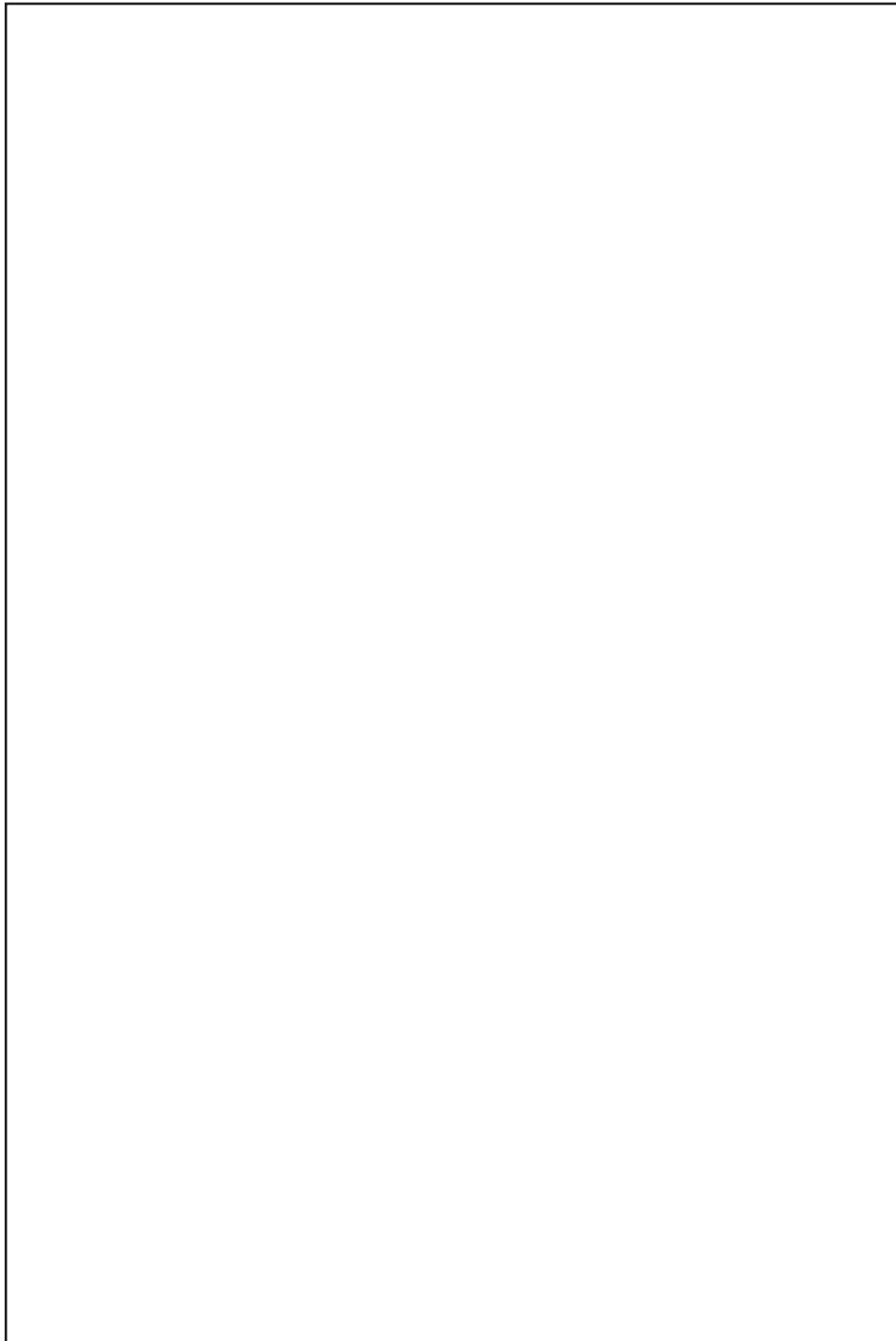


*Say
Something
Nice*

Be a Lifter @ Work (2nd. Edition.)

Mitch Carnell Ph. D.

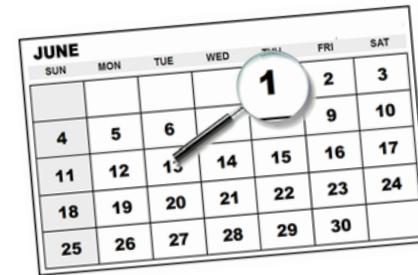


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First printing of 2nd.Edition 2016. Printed in the USA.

ISBN: 13 - 978-0-9726693-6-8

Cover design by E. David Moulton.
Published by Livinoak Publishing. www.Livinoak.com



SAY SOMETHING NICE DAY

Today's workplace is very toxic with harsh words and unrelenting criticism from managers, supervisors and fellow employees. The verbal poison has reached an alarming level. This must change. The present level of hostility is both harmful to one's health and costly to the employer. It takes everyone to turn things around. Use these words to create a positive working environment. Lead your workplace to observe Say Something Nice Day on June first and practice positive speech every day. Become an army of one to challenge the verbal abuse.

***BE A LIFTER @ WORK:
INTRODUCTION***

You can create the kind of workplace you want by being a lifter. A lifter is someone who always finds something positive to say to every person she or he meets. The lifter is not artificial or gushy but sincerely looks for ways to boost the spirits of those with whom he or she meets during every waking hour. Greet people. Smile at them. Acknowledge others and make their day brighter by saying something encouraging. This is the opposite of put-downs. This is an overt attempt to build people up, to lift their spirits, to say I'm glad that you are part of my world.

Use the person's name to make a positive comment. It makes your remark much more effective. "Tom, the report you gave me this morning is outstanding in its detail." Marjorie, I am amazed at how quickly you were able to isolate the problem."

***HOW DO YOU GIVE A
MEANINGFUL COMPLIMENT?***

You want your comments to lift the spirits of your intended receiver and there is an easy way to accomplish your objective. Compliments are composed of three parts that can be arranged to meet your wishes.

1. Use the person's name.
2. Give the affirmation.
3. Specify the reason. "Jack, your budget presentation was easy to follow."

Use of the person's name is always desirable. Of course, you can also compliment an entire group. "Team, thank you for getting this area cleaned up in record time." "Volunteers, thank you for helping us move into these new offices. Your work saved the organization much needed funds to put toward our work in the community." Individual citations are always much more meaningful.

Use your compliments to recognize true accomplishments. They mean more when applied to specific occurrences. If they become routine or space fillers, you render them meaningless. Do not foster a false sense of accomplishment. Your compliments will be more valued when you are judicious in their use. I didn't say that you should be stingy with them. You should be generous with praise, but it must be sincere. When possible compliment the person in public.

YOUR WORDS MATTER!

HOW TO USE THIS BOOK

When you want to compliment or encourage someone use this book as a guide.

1. Use the words and examples as they are.

2. Choose the word and then use the example as a guide. In other words create your own compliment.

3. Choose one or two words a day and practice using them several times a day until they are your own. You will feel awkward at first, but that will disappear with practice.

4. Remember that supervisors need encouragement also.

5. Before going to bed, choose three of the examples. Stand in front of a mirror and repeat them out loud to yourself.

6. If you have young children, find a reason to compliment them every day.

7. Remember that to be effective, compliments must be sincere.



ABILITY

You have the ability to do this and do it well.

ACCEPTING

You are a very accepting team member.

ACCOMPLISHED

You accomplished the task with flying colors.

ADMIRABLE

Your loyalty is admirable.

AFFABLE

You are a very affable team leader.

AFFIRMING

You are always so affirming.

AMAZING

That is an amazing accomplishment.

ANALYTICAL

Your analytical mind will serve you well in this position.

APT

That was an apt response.

APTITUDE

You have the necessary aptitude for this process.

APPRECIATIVE

Your staff is appreciative of your unfaltering support.

APPROPRIATE

That is an appropriate response.

ARTICULATE

You are an articulate spokesperson.

ATTABOY

Attaboy, you passed with room to spare.

ATTENDANCE

Your attendance is exemplary.

ATTENTION

You pay attention to the smallest details.
Thanks.

ATTITUDE

You have a very positive attitude.

AUTHORITY

You are our authority on this process.

AWESOME

I have never observed such an awesome display of courage.



BANNER

This is a banner year for your crew.

BARRIERS

You have overcome so many barriers.

BEAUTIFUL

This is a beautiful design.

BOLD

No one expected such a bold move.

BOOSTER

Thank you for being such a great booster of our efforts.

BOUNDLESS

I admire your boundless energy.

BRAVE

That was a brave move to face down the opposition.

BREAKTHROUGH

You found a breakthrough on this project.

BRILLIANT

That was a brilliant decision.

BROKE

You broke all of our previous records for production.

BUSINESSLIKE

You have a businesslike approach to our fund drive.



CALM

Your calm manner really saved the day.

CAN

You can do it.

CAPABLE

You are one of our most capable team members.

CAPITAL

That is a capital idea.

CAREFUL

You are always so careful around the job.

CATALYST

Your support was the catalyst that turned the opposition around.

CHARM

Your quiet charm soothed the unrest.

CHARISMATIC

Your charismatic personality is just what is needed.

CLEAN

You keep your work area so clean and safe.