

A 30 MINUTE WORKSHOP

Creating a Can-Do Culture in Your Workplace



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Introduction

It's no secret that we live in a world full of negativity. It seems like everywhere we turn, we're confronted by negative people with shaking heads, brush-offs, closed doors, and put-downs. Negativity is everywhere: in our workplaces, in our communities and places of worship, in government, in social settings, in schools, and even within our families. Dealing with negative individuals is a common occurrence.

Some days we wonder, "Why bother?" Trying to find happiness and success in an endless landscape of negativity often seems too hard.

Sound familiar? If so, we have good news for you: Help has arrived!

Understanding the sources of negativity is essential for people to work together effectively. This training program will help viewers develop skills for their own journey through the Land of NO.

This practical and entertaining program will help participants deal with negativity faster, more effectively, and with a lot less discouragement and despair.



YES Lives In The Land of NO Concepts

- The Land of NO is everywhere: in organizations large and small, in government, in schools and universities, in hospitals, in communities, in nonprofit groups, and yes, even in families.
- We can't avoid negative people. We must learn how to deal with them.
- Negative people are not bad people. It's just easier and safer to say NO.
- Not all NOs are created equal. We must understand why someone is saying NO if we hope to turn that NO into a YES.
- Often, we can avoid getting rebuffed or rejected if we do our homework, plan carefully, pick the appropriate time and place, and understand the wants and needs of the person from whom we seek a YES.
- Helping others say YES means helping them understand what's in it for them.
- Sometimes the Land of NO is internal. Apathy, cynicism, and poor self-esteem sometimes lead people to give up before they even try to find YES.
- Attitude is everything. Attitude is what makes the difference between people who are successful and those who never even try.
- Success in life is often not a function of talent, intelligence, or education but a function of determination, perseverance, and willingness to hang in there for what you really want.
- Finding YES in the Land of NO is not something you have to do alone. Teaming up with like-minded others increases your likelihood of success.
- For inspiration and instruction on finding YES in the Land of NO, look around you for people who are already doing it. Learn from them. Ask them to teach you what they've learned about finding YES.

CREATING A CAN-DO CULTURE IN YOUR WORKPLACE

30 Minute Workshop

Materials needed:

- YES Lives in the Land of NO DVD
- One Flip chart and markers for the trainer and each small group.

Instructions to meeting leader:

- Introduce yourself to the group.
- Ask participants to introduce themselves to the group.
- Outline the objectives for the session:
 - To learn how to identify barriers and roadblocks in your workplace.
 - To develop interpersonal skills to help overcome negative challenges.
 - To understand the importance of tenacity, persistence, patience, and resilience in achieving success.
 - To explore ways to reduce the natural negativity that exists in every workplace.
 - To examine each individual's responsibility in creating a culture of YES.

Explain how the group will work together:

- The session will be interactive.
- This is not a lecture; it's a workshop.
- It's OK to ask questions, disagree on issues, and have different perspectives.

INTRODUCTION

Begin the session with a quick evaluation of our workplace.

Use the handout 'Do You Work in the Land of NO?'

This is a ten-question assessment designed to give the group a feel for the level of negativity that exists within the department/organization.

Ask the group to complete the handout and encourage them to be candid. Remind them that it is not an indictment of any person or group; instead, it's a tool to help better understand the workplace.

After about three minutes, ask the group what their scores are by asking for a quick show of hands.

Did anyone answer YES to all ten questions?
How many people answered "NO" to one to four questions?
How many answered "NO" to five to seven questions?
How many had "NO" for eight to ten questions?

Record the group's scores on a flip chart.

Ask the group what they think when they look at these scores. Any thoughts? Feelings? Surprises?

Show YES Lives in the Land of NO.

Introduce the program. Ask the group to pay particular attention to the second part of the program to see if there are some strategies that may help.

Debrief the program by asking some or all of the following questions:

1. Were any of the NO characters familiar to you?
Do we have similar characters in our organization?
(No names, please.) Have you experienced any of these people in places outside of work?
2. Did you see yourself in any of the characters in the program?
3. Why do you think these "NO" characters act as they do?
What did you learn from the program about how to handle some of them?
4. Are there policies and procedures here that make it seem like a Land of NO? If so, why do you think they exist? How necessary are they? Can they be changed? Is that something we want to try to do?
5. Do we have any traditions, habits, or unwritten rules that seem like obstacles to getting our jobs done well?
6. What strategies have you tried that have worked well in dealing with some of these negative challenges? Have you tried things that didn't work well?
7. What advice would you give a new employee on how to be successful in dealing with the NOs we have here?
8. What's the most important thing you've learned about how to get things done in the Land of NO? What will you do differently/better as a result of our trip to the Land of NO?
9. If you could give management and/or your coworkers some suggestions about creating a culture of YES in our organization, what would you tell them?
10. What's your part? What one action or behavior will you commit to doing to help build and maintain a culture of YES?

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HANDOUT

Do You Work in the Land of NO?

Read the below statements and decide whether or not it describes your working environment. Select YES if the statement is generally true and accurate or NO if the statement is not.

YES NO

- | | | |
|-----|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ___ | ___ | 1. New ideas are welcomed and appreciated where I work. |
| ___ | ___ | 2. Taking initiative to change things for the better usually wins support from others in our organization. |
| ___ | ___ | 3. Usually, it is easy to get ideas and recommendations approved where I work. |
| ___ | ___ | 4. Questioning the status quo is encouraged at all levels in our organization. |
| ___ | ___ | 5. Trying new things, launching pilot projects, and conducting experiments are regular parts of how we operate. |
| ___ | ___ | 6. Risk-taking is typically encouraged. A certain amount of failure is accepted as a part of how we grow. |
| ___ | ___ | 7. Most everyone operates by the unwritten motto: "Find a way to say YES." |
| ___ | ___ | 8. Organizational leaders set the tone for the rest of us; seeking input from all levels, giving new ideas fair and timely consideration, and keeping red tape to a minimum. |
| ___ | ___ | 9. Coworkers and teammates are usually open to new suggestions. |
| ___ | ___ | 10. Organizational policies and procedures are flexible enough to allow for exceptions and are changed when they impede innovation and adaptability. |
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___ ___ **TOTALS**

Scoring:

If you answered YES to all ten statements, congratulations! You are very fortunate. You don't work in the Land of NO.

The more NOs you indicated, the greater the existence of negativity in your workplace and the harder you'll have to work to find a YES for your projects, ideas, and proposals.

If you answered NO to one to three statements, your organization is a pretty positive place to work. There is a minimal amount of negativity to deal with.

If you answered NO to four to six statements, your workplace is a mixed bag: some negative elements counterbalanced by some positive elements.

If you answered NO to seven to ten statements, it's pretty hard to find much to be positive about. Negativity dominates your organization's culture. You definitely work in the Land of NO. Tips and strategies in this program will be especially helpful to you.