



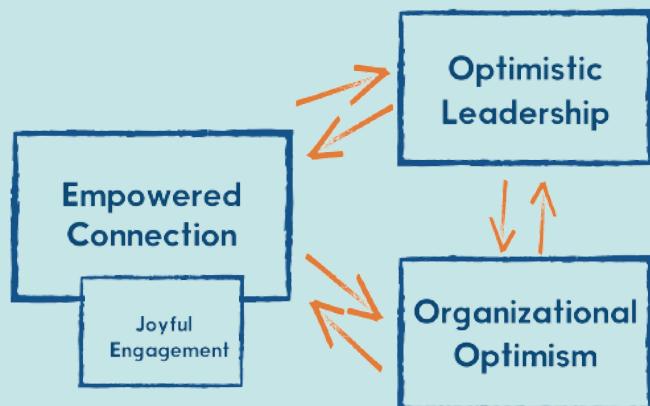
Optimism at Work

A Primer for Cultivating an Optimistic Workplace

The Optimistic Workplace

An optimistic workplace has four key elements:

- **Empowered Connection** - Cooperative interaction with others that promotes a sense of safety, confidence, and competence that allows employees to take risks.
- **Joyful Engagement** - A positive, hopeful, and fulfilling experience that inspires an employee's full presence.
- **Optimistic Leadership** - The leaders of the organization practice Optimistic Leadership by seeing the good, and amplifying the good in themselves, others, as well as the workplace.
- **Organizational Optimism** - An organization's culture of optimism that promotes an employee's ability to see, focus, and feel the good, in themselves, in others, and in their work, regardless of the circumstances.



The Frost Optimistic Workplace Model

Mitigating Optimistic Workplace Detractors

10 Steps for building an optimistic workplace - It's important to recognize and approach challenges with an optimistic spirit, here's some ideas on how you can do just that.

Five Steps for the Organization:

1. Establish optimism as a shared value.
2. Encourage employees to see and focus on the good in themselves, others, and in their work.
3. Empower employees to address challenges with solution-oriented approaches.
4. Recognize employees for practicing optimism.
5. Provide opportunities for employees to experience joyful engagement and empowered connection.

Five Steps for leaders:

1. Identify the good in your employees.
2. Talk to your employees regularly about what is working.
3. Provide opportunities for employees to use their top skills and celebrate them.
4. Provide specific, timely, and relevant feedback to address challenges in service of growing the good.
5. Notice when employees are implementing positive changes and provide praise.