



Exercise: Creating Uplifts

A great way for managers to help reduce negative emotions and reactions in the workplace (and increase positive interactions) is to provide **uplifts**. An uplift is a brief communicative encounter with a worker that evokes positive emotions. You can create uplifts with:

- Positive feedback
- Praise
- Inspiration/motivation
- Clear communication
- Recognition of individual efforts and achievements
- Instilling of knowledge
- Development of shared appreciation for goals
- Gratitude for work accomplished
- Encouragement of creativity

Commit to creating uplifts every day this week. Try to create two uplifts for every worker you encounter regularly. If this sounds excessive, you may not be fully using positive emotions to your advantage. See also the exercise on Expressing Respect & Appreciation. As you create uplifts for workers, notice how you react to their reactions.