How Positive Psychology Can Enhance the Performance and Well-being of Service Providers

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Gabe Paoletti has no financial interests or relationships to disclose.

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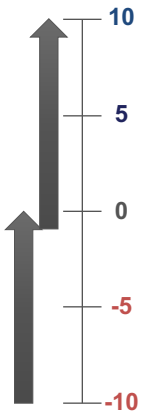
Background of Positive Psychology

"Positive psychology is the scientific study of what it is that enables individuals and communities to thrive. The field is founded on the belief that people want to lead meaningful and fulfilling lives, to cultivate what is best within themselves, and to enhance their experiences of love, work, and play."

- Martin Seligman



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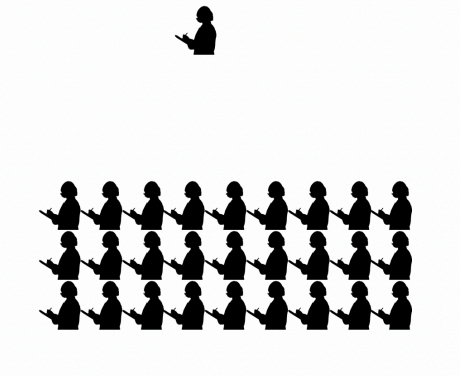

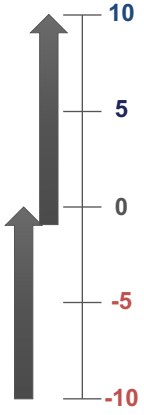

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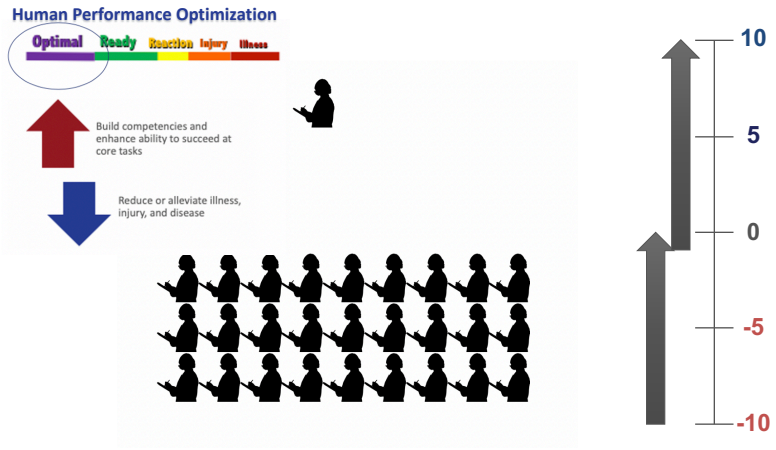
Positive Psychology's Connection to HPO and TFF



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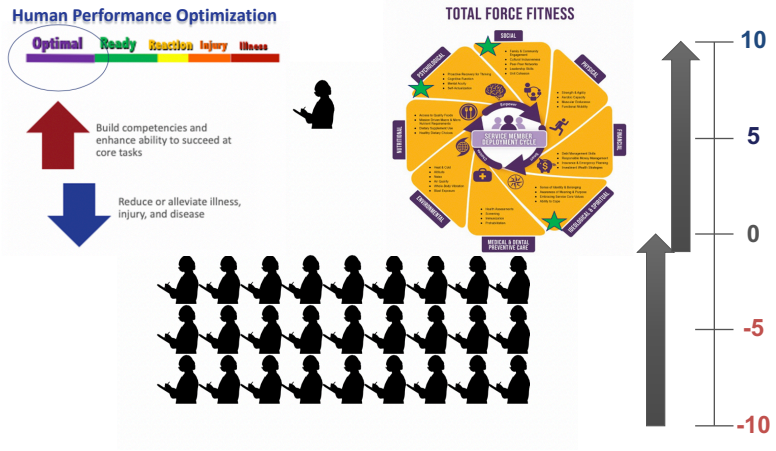

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Optimism

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What Optimistic Thinkers Do

- Focus on where they have control to make things better
- Accept where they don't have control and refocus energy
- Find the good and expect the good
- Take productive action and use resources
- Don't let problems bleed into other areas of their life
- Learn and grow from failure

Based on the work of Martin Seligman

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Benefits of Optimistic Thinking vs. Pessimistic Thinking

- ↑ Health
- ↑ Life expectancy
- ↑ Stress hardiness
- ↑ Response to setback
- ↑ Success in work, sports, and school
- ↑ Quality of life/Well-being
- ↑ Leadership
- ↓ Depression
- ↓ Burnout

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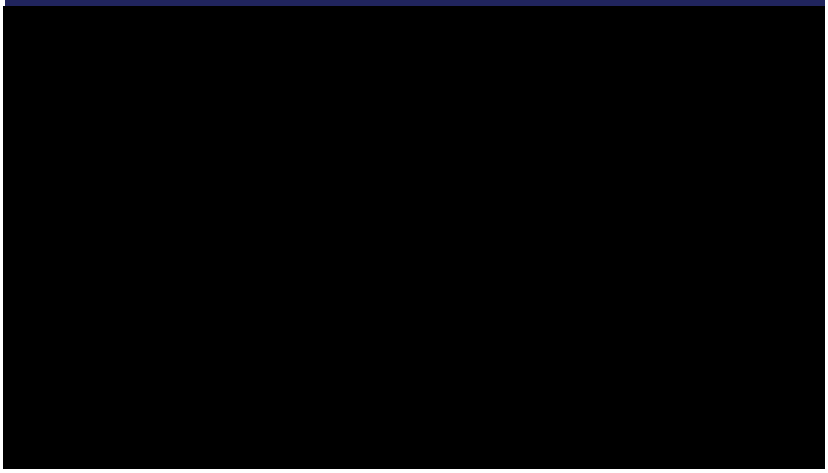
Optimism in Action



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What makes optimism hard?

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Strategy 1: Optimism Self-Check Reflection

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About HPRC | Ask the

Total Force Fitness | Physical Fitness | Mental Fitness | Nutrition

Optimism self-check

Optimistic or pessimistic thinking can shift based on the situation, your mood, or the other people involved. Use this self-check reflection to be more aware of how you approach a current adversity.

After each question, think about how a pessimist might respond vs. an optimist. Which answers hit closer to home in this moment? Keep in mind this isn't an assessment but an opportunity to help you reflect on your approach to this adversity, evaluate if it's more aligned with optimistic thinking or pessimistic thinking, and decide where you might want to change course of action.

1. What are your thoughts?

My thoughts are consumed with past negative events or potential worst-case outcomes.
My thoughts are focused on where I have control in this situation and how I can take action to improve things.

2. What are you saying to others?

The majority of my conversations involve complaining about things outside of my control.
Most of my conversations are focused on problem-solving and finding potential opportunities.

3. How are you spending your time?

I'm avoiding this struggle by procrastinating or distracting myself with unproductive behaviors (for example, social media, drinking, shopping, etc.).

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Strategy 2: Optimism Coaching Questions

Control the controllables	Where do I have control/influence? Where is there opportunity? Who can help?
Compartmentalize	What must I accept? What aspects of my work-life should remain unaffected by this?
Take productive action	What's the best way to view this? What can I do right now to create positive change? How can I maintain my energy?
Find the good	What's good right now? What's exciting? What's funny about this? What can I learn?

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Find the Good

Gratitude

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Practicing Gratitude

Gratitude is when you recognize the good you have received, savor it, and express your appreciation to someone, something, or a higher power.

Based on the work of Robert Emmons

- Life satisfaction
- Relationships
- Sleep
- Health
- Resilience
- Productivity

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What makes it hard to practice gratitude?

Negativity Bias is the human tendency to give the majority of our attention to negative information over positive or neutral information.

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What's wrong with this tweet?

banksy @thereal banksy 3d

This is how our world should be

the halls of a high school in Texas filled with students supporting their classmate after his mother lost her battle with cancer

Just wanted to reblog this again because THIS is what life is about. This is pure, genuine love towards others and it's the coolest stuff on the planet. I don't know how we got to a place where it's corny or whack to be kind and genuinely love everyone. Everybody wants to be pissed off and hateful all the time. Idk man, I just think this is a microcosm of what our society should look like,

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Strategy 3: Gratitude Daily Practice

Each day, take 3–10 minutes to practice gratitude.

GRATITUDE: MAKE IT A DAILY PRACTICE

Gratitude is when you take the time to notice the good you've received and show your appreciation. When you make practicing gratitude a habit, it can help you improve your well-being, performance, and relationships. Use the prompts below to help make growing your gratitude part of your daily routine.

Dates: _____

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Get excited for the week!	*Don't take life for granted.*	*Share the love.*	*Express your gratitude.*	*Hunt the good stuff.*	*Appreciate the moment.*	*Pay it forward.*
What are 3 things you're excited for this week? 1. My son has his first basketball game of the year on Friday 2. I'll finish the report I've been working on for weeks. 3. Watching football with my battle buddies tonight!	**What do you want to make sure you do NOT take for granted today?** I don't want to take for granted the time I get to spend in person with my kids and wife. There are so many times I don't get to be with them.	**What made you laugh, smile, or feel loved today?** **How will you make others laugh, smile, or feel loved?** My one-year-old thanked me "soooo much" for making her breakfast this morning. I can text my wife and tell her I love her.	**Who haven't you properly thanked for helping you?** **Send them a short message to show your gratitude.** SFC Tobin truly went out of his way to prepare me for my new role. I can send him a quick email to let him know his extra effort has really helped me perform.	**What are 5 things that happened this week that you're grateful for?** 1. I got a full night's sleep—3 times this week! 2. I finally finished that report. 3. I played basketball with my son. 4. My wife and I had a fun date night.	**What should you notice, savor, and appreciate right now?** Air conditioning! I'm really comfortable right now and would be miserable without it.	**What's an experience, lesson, gift, or talent that helps you feel blessed?** **How can you pay it forward?** I feel blessed for the good coaches and role models I had throughout my life. They were always there for me when things got tough. I'll go out of my way to congratulate

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Share in the Good

Love

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Active Constructive Responding (ACR)

There are four ways we tend to respond when someone shares good news with us. Only one of the four—ACR—enhances…

the relationship, well-being & leadership

- ↑ connection
- ↑ happiness
- ↑ trust
- ↑ intimacy
- ↑ relationship satisfaction
- ↓ conflict

Based on the work of Shelly Gable

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Active Constructive Responding (ACR)

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Total Force Fitness | Physical Fitness | Nutrition | Mental Fitness | Social Fitness

Active Constructive Responding (ACR)

Active Constructive Responding (ACR) is a skill that helps you genuinely react to someone else's good news. The goal of ACR is to share in their joy and help them leave the conversation as—or even more—excited. That's why someone who practices ACR is referred to as an "Excitement Magnifier."

Use ACR to build trust, connection, intimacy, and satisfaction in your relationships with your battle buddies, spouse, kids, leaders, or someone you lead.

Constructive | Active — EXCITEMENT MAGNIFIER

Provides authentic, enthusiastic support

Asks thoughtful questions that encourage the person to share more details about their experience

Tends to match and build up the sharer's excitement

"Wow! That's great! What did you say when you found out? What are you most looking forward to?"

Constructive | Passive — EXCITEMENT EXTINGUISHER

Downplays support

Seems distracted and quiet while offering delayed support in a low-energy manner

Tends to stifle the sharer's excitement as the conversation deteriorates

"Good for you…"
(while distractedly staring at cell phone)

Destructive | Active — PROBLEM DETECTOR

Bad-mouths the event

Focuses on any negative aspects

Tends to be dismissive, demeaning, or anxious about the event, which leads to squashing the sharer's excitement

"That sounds like a bad idea. Won't that be annoying?"

Destructive | Passive — ONE-UPPER

Ignores the shared news

Shifts the focus to a different topic

Tends to avoid the conversation and stifles the sharer's excitement

"Before we talk about you…let me tell you about me. My situation is so much better!"

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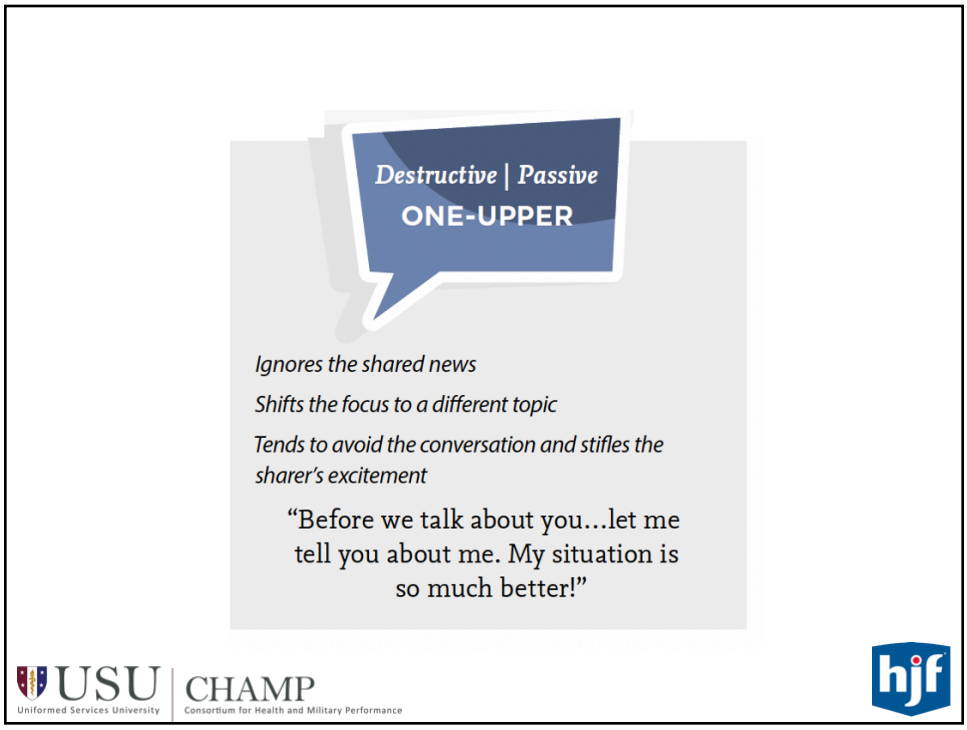
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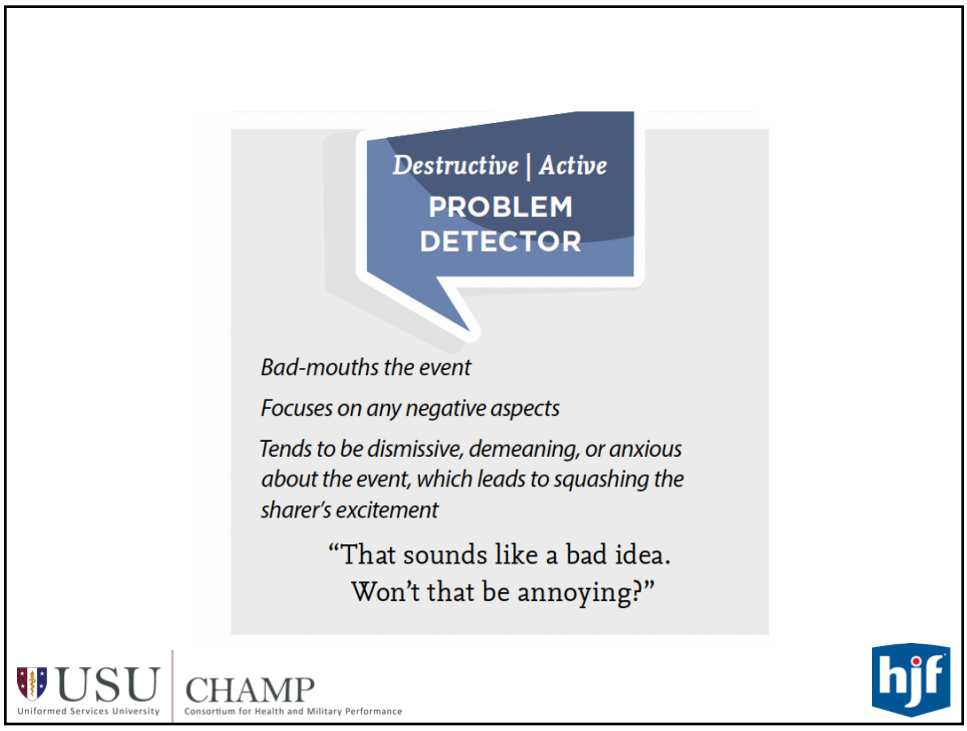
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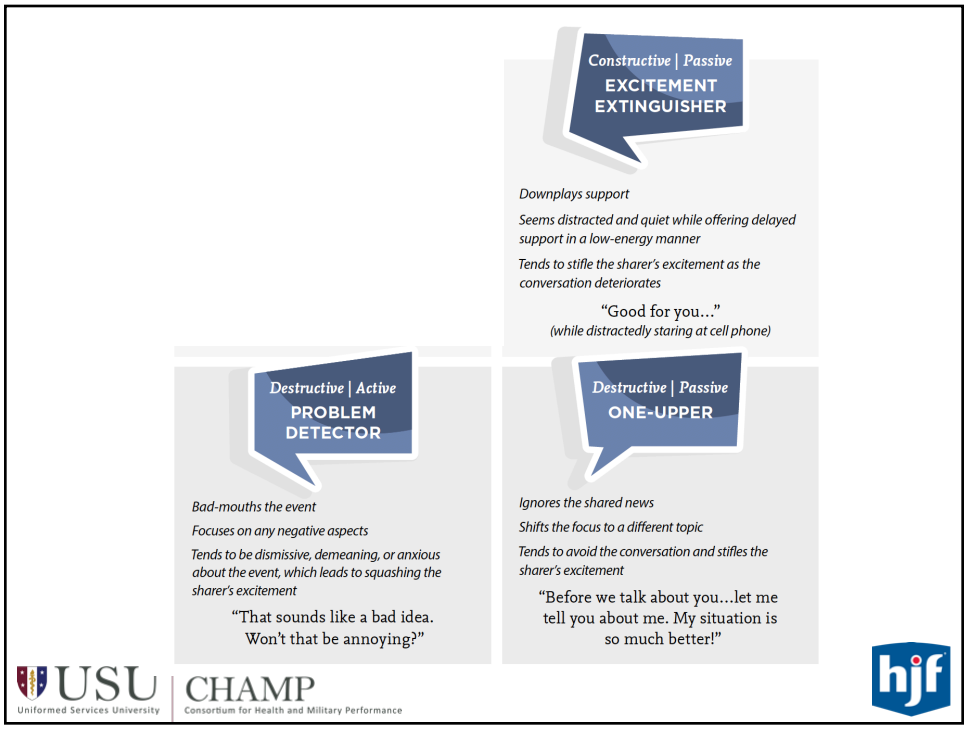
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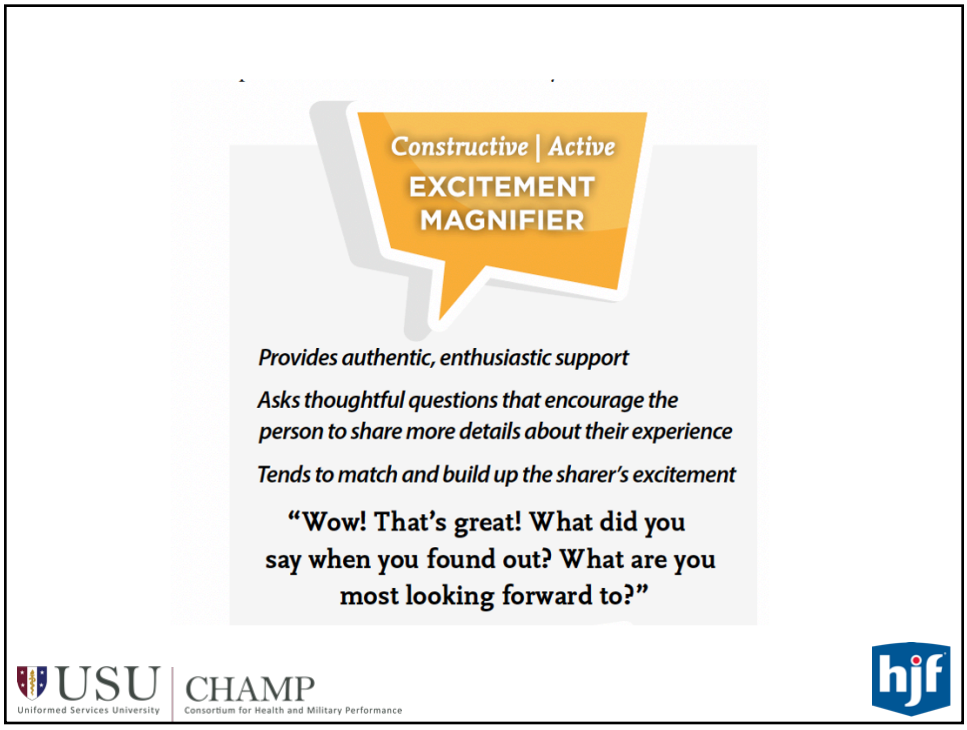
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What makes ACR hard?

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What makes ACR hard?

- How can I stay authentic if I just don't care?
- What if they share news that I find dangerous?
- What if they pick the wrong time, wrong place, or wrong topic?

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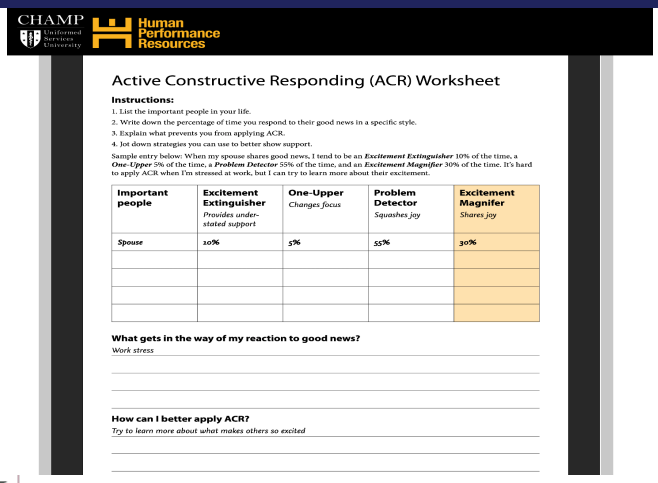
Strategy 4: ACR Self-Check Reflection



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Active Constructive Responding (ACR) Worksheet

Instructions:

1. List the important people in your life.
2. Write down the percentage of time you respond to their good news in a specific style.
3. Explain what prevents you from applying ACR.
4. Jot down strategies you can use to better show support.

Sample entry below: When my spouse shares good news, I tend to be an ***Excitement Extinguisher*** 10% of the time, a ***One-Upper*** 5% of the time, a ***Problem Detector*** 55% of the time, and an ***Excitement Magnifier*** 30% of the time. It's hard to apply ACR when I'm stressed at work, but I can try to learn more about their excitement.

Important people	**Excitement Extinguisher** *Provides under-stated support*	**One-Upper** *Changes focus*	**Problem Detector** *Squashes joy*	**Excitement Magnifer** *Shares joy*
Spouse	*10%*	*5%*	*55%*	*30%*

What gets in the way of my reaction to good news?

Work stress

How can I better apply ACR?

Try to learn more about what makes others so excited

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Strategy 4: ACR Self-Check Reflection

List the important people in your life.	Note the % you respond **Passive Constructive** "Understated support"	Note the % you respond **Passive Destructive** "Changing the focus"	Note the % you respond **Active Destructive** "Squashing their joy"	Note the % you respond **Active Constructive** "Sharing in their joy"
Ashley	***5%***	***0%***	***80%***	***15%***
Dad	***40%***	***0%***	***40%***	***20%***
Mom	***0%***	***10%***	***70%***	***20%***
Brothers & Best Friends	***0%***	***20%***	***60%***	***20%***
Students	***40%***	***25%***	***10%***	***25%***
Casual Friends	***15%***	***0%***	***0%***	***85%***

What gets in the way of me applying Active Constructive Responding with others?	**What are strategies I can use to further apply Active Constructive Responding with others?**

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Strategy 5: ACR Personal Motto

What's an image you can think about or a short phrase you can say to yourself to help you stay present and share in the joy of others?

"This is a gift"

"They picked me out of everyone in the world"

"Don't waste love"

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ACR & Leadership

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Human Performance Optimization (HPO) & Total Force Fitness (TFF)

Build competencies and enhance ability to succeed at core tasks

Reduce or alleviate illness, injury, and disease

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Questions

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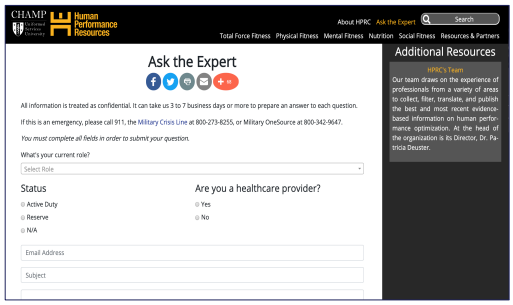

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