

Simple Strategies and Life Hacks to Bring Out the Best in Others

Magellan
HEALTHCARESM

Objectives

Learn how to identify and affirm strengths in others

Identify the importance of active engagement over passivity

Recognize the vital roles of listening, understanding and vulnerability

Understand how creating new habits and skills will not only help bring out the best in others but also in you



How do we motivate and bring out the best in others?

Learning how to **identify and affirm strengths** in others is the key!



What are the qualities in those who bring out the best in you?

- Optimistic
- Approachable
- Kind/friendly
- Good listener
- Makes good eye contact
- Values differing opinions
- Mentors or inspires
- Flexible
- Gives recognition
- Focuses on strengths
- Slow to judge
- Encouraging
- Positive self-esteem
- Respectful

Operant conditioning

A method of learning that occurs through rewards and punishments for behavior. Through **Operant Conditioning**, an individual makes an association between a particular behavior and a consequence (Skinner, 1938).



When a favorable outcome, event, or reward occurs after an action, that particular response or behavior will be strengthened. This is called **Positive Reinforcement**.



Positive reinforcement

Research has found **positive reinforcement** is the most powerful of any of these. Adding a positive to increase a response not only works better but allows both parties to focus on the positive aspects of the situation. Punishment, when applied immediately following the negative behavior can be effective but it can also invoke other negative responses such as anger and resentment.



Applications of these principles

Potty training toddlers

Dog obedience and behavior training

Praise and reward is given to reinforce the desired behavior.

Providing positive reinforcement over time achieves the desired outcomes.



Everyday examples

Recognizing accomplishments with your child or spouse/partner will make them feel appreciated and more likely to continue to strive toward goals or actions.

Listening to others with good eye contact and paraphrasing information they have given you communicates you care enough to hear what they are saying.

Taking time to get to know new acquaintances, employees, coworkers or friends shows interest in that person which will become evident to them.

Providing consistent positive feedback shows others you recognize their efforts and appreciate them.

Tips for bringing out the best in others

Focus on a person's strengths

Empathize

Give recognition

Treat people kindly

Give people responsibility

Listen

Get to know people



Negative consequences and punishment

Punishment (or negative consequences) when applied immediately following the negative behavior can be very effective.

Punishment without positive reinforcement/affirmations can lead to negative responses in others such as anger and resentment.

Punishment is designed to stop undesirable behavior. It does nothing to motivate people and bring out the best in them.



What does not bring out the best in others?

Unapproachable

Irritable/angry/intimidating

Verbally abusive/shaming/
belittling

Not genuine

Only give negative feedback

Don't value others' feedback,
contributions or efforts

Only punish

Reward the wrong behavior

Rely solely on money as reward



When constructive criticism is needed

There are times when we must provide feedback to help improve performance, functioning or interactions with others.



How you deliver that feedback is essential in achieving a positive or negative outcome with others.



Constructive criticism can help!



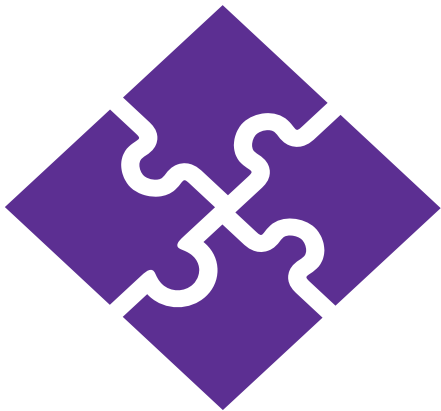
Four steps of constructive confrontation

Acknowledge: Reinforce that person's value to the organization, your relationship or others.

Confront: Identify the problem behavior that needs to change or improve.

Support: Recommend suggestions to assist the person to improve and reinforce again that person's value and contributions.

Follow-up: Talk regularly with that person to determine improvement and assess for additional assistance needed.



Communication: Roles of listening, understanding and vulnerability

The benefits of being listened to

How to demonstrate we understand someone

The Platinum Rule



Humans enjoy connecting with others because it makes us happy and good communication is key when it comes to positive social interaction.



Key communication skills - **OARS**

Open-ended questions

Affirmation

Reflective listening

Summarizing



Why people change

Values support it

Think it's important

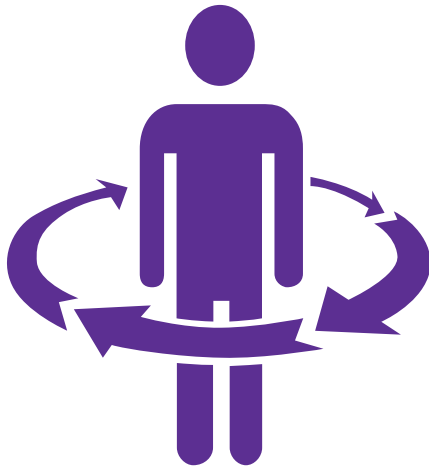
Believe we can

Work through ambivalence

Ready for it

Good plan in place

Sufficient social supports



Communication with motivation in mind

The importance of internal motivation

Obstacles



Most change is self-change



People tend to act on their beliefs, not others



Engaging

The foundation of every relationship- the process in which both individuals develop a relationship and connection.



Focusing

Focusing is the process of becoming clear about what is being communicated



Creating new habits

Practice

Negativity bias

Seeing the good in others impacts the way they view us



What are ways we can bring out the best in others?



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24 hours a day/7 days a week

Thank you!

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