



## *“Peace at Work” begins with me...*

While we all wish for “Peace on earth”, many of us would settle for “Peace at work”. Peace at work begins with each of us, so as 2009 dawns, resolve to improve those working relationships that made 2008 a challenge. Working on just one of these tips in 2009 is sure to help you accomplish your goal.

**Accept people for who they are** – imperfect human beings who all have strengths and shortcomings and who, for the most part, are trying to do the best they can. Save the criticism. Instead, utilize the wide range of strengths and skills people bring to the workplace to benefit everyone. People who feel accepted are more productive and enthusiastic.

**Listen** - Remember that old adage—use your ears and mouth in direct proportion to the number of each that you have. Listen to learn something you may not already know and, at the same time, give your co-workers the message that you value them and what they have to say.

**Pitch in** – Share your time, your experience and your expertise. Sharing the load lightens the load for everyone. Albert Schweitzer said it best, “Even if it's a little thing, do something for others - something for which you get no pay but the privilege of doing it.”

**Give people the benefit of the doubt** - Rather than assuming that your coworkers are lazy, irresponsible, stupid, unfriendly, mean spirited, etc., when something goes wrong, offer to help problem-solve. Things that go wrong are often beyond the control of your co-workers or you.

**Save it for the big ones** – Heed the advice of author Richard Carlson—“Don’t sweat the small stuff.” Stop the nitpicking, complaining, and making mountains out of molehills. If a problem is worth addressing, approach it constructively.

Resolve to improve your working relationships in 2009—make it a great year!

## *Words to Live By...*

Success is going from failure to failure without a loss of enthusiasm. -Author Unknown



## **A BRIGHT IDEA**

**Smile!** A smile is a universal way of sharing happiness. It can even be “heard” over the telephone. When you smile, you will notice an upbeat tone in your voice and a greater engagement in the conversation. Smiling increases the serotonin in our brains and makes us feel good and your smile may just make someone else’s day brighter. Set a New Year’s goal to smile at least 10 times each day—you’ll put the “happy” in Happy New Year!

## *Office Space For Lease...*



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## *What’s Happening...*

Alternative Resolutions, Inc. will present the following workshops in our training facility. These are open to the public. Plan for success in 2009—**Register today!**

### **“Mediation Skills for the Workplace”**

June 24-25, 2009 8:30 am—4:30 pm

August 11-12, 2009 8:30 am—4:30 pm

### **“Basic Mediator Training”**

July 20-24, 2009 8:00am—5:00pm

To register or get more information about these workshops, or to schedule a training specifically for your needs, contact Alternative Resolutions, Inc. at 920-993-1490 or [altres@alternativeresolutions.biz](mailto:altres@alternativeresolutions.biz) or visit our website at [www.alternativeresolutions.biz](http://www.alternativeresolutions.biz).

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