

EPISODE 129: HOW TO HEAL WITH WORDS

1. CATCH THEM DOING WHAT'S RIGHT

- We often comment only when someone does something wrong.
- Point out positive behaviors.
- If you want to startle someone, comment on their *good* performance.

2. GIVE THE GIFT AWAY

- No one benefits from your positive attitude unless it results in positive action.
- Mark Twain: "I can live for two months on a good compliment."
- What "good thoughts" are you keeping to yourself?

3. NOTICE THE UNNOTICED

- "Character is what we do when we think no one is looking."
- It takes a lot of discipline and self-motivation to do the right thing when no one is there to reward you.
- When we think no one notices, it leads to apathy, corner-cutting, performance fatigue.

4. PRAISE WITHOUT FLATTERY

- We live in a world of flattery: "You're the best. This is genius. We're number 1."
- Flattery feels insincere.
- Flattery requires no real insight or observation.
- Praise is specific and tailored, so it's far more powerful.
- How do you praise well? You have to be:
 - Observant
 - Honest
 - Credible

5. PRACTICE VERBAL CPR

- When people have a loss of connection with others, they begin to lose hope in life.
- CPR is a life-or-death procedure. Better to do it wrong than to do nothing at all.
- You could make a life-saving difference in someone's life.

Are there other communication-related topics you'd like to hear the Communication Guys address? Let us know on our [Facebook page](#).