

A Glance of Positive Psychology in the Workplace: The Best Strategy to Bring Excellent Services

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No one can thrive in an environment that only puts down workers' potentials through the mistakes committed. Instead of reprimanding immediately the employees, the use of positive ways to give feedbacks and suggestions to improve their performances must be held. In a nutshell, this is what positive psychology looks like.

Positive psychology has been widely practiced now to promote empathy and kindness in the workplace. In the fast-paced working environment where work offices become a stress-inducing place, there is a need to make our working space full of employees who are happy, highly motivated, and values-oriented individuals.

Based on the article of Joseph Lucco, Vice President for Customer Success at Clear Point Strategy, titled "How Positive Psychology Improves Workplace", positive psychology boosts the morale of employees that can help to increase the employees' productivity and to establish a healthy working culture. Through the practice of such, the leaders value all their employees and believe that diversity creates productivity as long as it will be handled in positive ways.

Employees, when valued and acknowledged for their contribution in positive notes, tend to perform better. They felt that they are part of the organization that they are working with. The employees exceed their performances that made them deliver the required outputs with integrity and with high quality.

The question would be, how can leaders practice positive psychology in the workplace?

There are many ways to practice positive psychology in the workplace. One of them is through the use of **positive reinforcement**.

Positive reinforcement, according to Doyle (2021), clearly defines and conveys desired right behaviors and attitudes while having strong relationships between recognition and performance. It is important to recognize the contributions made by the employees and be rewarded for their right actions and performances in the office. Celebrating employees with their efforts and hard work significantly improves their self-esteem. Employees become more enthusiastic with their work and provide better outputs.

For example, in everyday office operations, the top management's recognition to employees' performances plays a big role in boosting their morale. In addition, if they have committed mistakes at work, always assure them that it is alright to make mistakes as long as they are learning from it and willing to be corrected promotes a positive atmosphere in the workplace.

A leader who failed to recognize employees' passionate performances results in a culture where employees feel underappreciated. This affects the delivery of quality services and if not practice, employees tend to resign.

It is a must, therefore, that leaders should be generous with appreciation to their employees' contribution whether it might be small or big. The working culture becomes toxic when employees are no longer happy in what they are doing. Employees' unhappiness usually resulted with low recognition and appreciation for their hard work. Thus, a simple saying of "job well done" and "great work" might really add happiness to the day-to-day work of the employees.

Showing **positive emotions** in a workplace is one way of having positive psychology.

In a workplace, employees cannot avoid the times when they are bombarded with work. Their workloads sometimes overlap with each other. They all feel exhausted but instead of recognizing their hard work, there are times when they receive harsh responses from their bosses due to high inducing stress with the bulk of working loads. They even tend to make mistakes.

But making mistakes is important in order for them to grow. Instead of being reactive to the situations, the office leaders should be appreciative and possess high levels of emotional tolerance from employees' mistakes. In such a way, fears will not prosper and does not hinder the employees to improve their performances.

On the other hand, employees should find reasons to be excited about going to their work. They always look forward to the positive vibes every Monday. They might even say – "Thanks God, it's Monday!". When the employees behave that way, better quality services will be possible. In their daily life, they spent much more time in the workplace compared with our homes. It is highly important therefore that they have to establish positive ways in handling stress. Instead of frowning at the mistakes committed of the employees, smiling at and teaching them in a positive light to correct the mistakes that they have made is significant.

How do employees can convey positive emotions?

As suggested in the article of Desmond (2016) entitled "Positive Psychology in the Workplace", a simple smile gives assurance to the employees that their leaders or bosses are satisfied with their performances. Hence, while providing feedback, the leaders should always maintain a calm aura that made the employees to be keener and attentive to the inputs provided to them. In those ways, mistakes will be avoided and inputs coming from the bosses become valuable experiences to be remembered by the employees.

Then having **positive engagement and connection** with other employees encourages positive relations among employees and their bosses. When there is a positive connection between leaders and their subordinates, there will be unity and the tasks can be easily accomplished.

Positive engagement in the workplace tends to create an atmosphere wherein employees are unafraid to voice out their creative solutions to the existing problems. All their inputs are highly regarded and acknowledged as possible solutions. When there will be positive connection among employees, the workplace becomes less stressful and tasks can be easily performed as employees help each other to accomplish the tasks assigned.

To end with, positive psychology should be practiced to establish a working environment that is safe for everyone. It is good for one's mental and emotional well-being. And if the mind is healthy, it produces a positive effect on its physical body, and employees become more interactive and active to perform well in their job.

Articles Cited

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