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Taking Care of Yourself and Your Employees



Stress

- Changing perspective on life and work
- Positive and negative stress
- Work related stress
- Type A and B personalities
- Reframing stressful situations



Exercise

Creative Ways to Improve
compliance





Nutrition

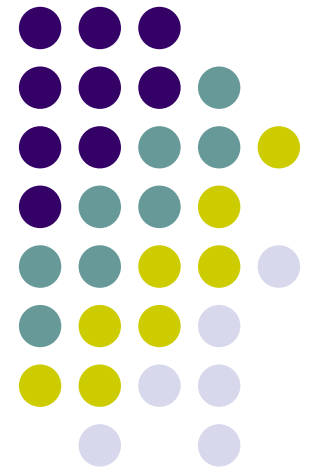
Foods that induce relaxation
Reducing food cravings
Improving Nutrition Compliance

Five stress reduction techniques

Breathing exercises
Progressive muscle relaxation
Autogenic Training
Visual Imagery
Mental Hypnosis

Science behind stress reduction techniques

Passive observation
Letting go of control

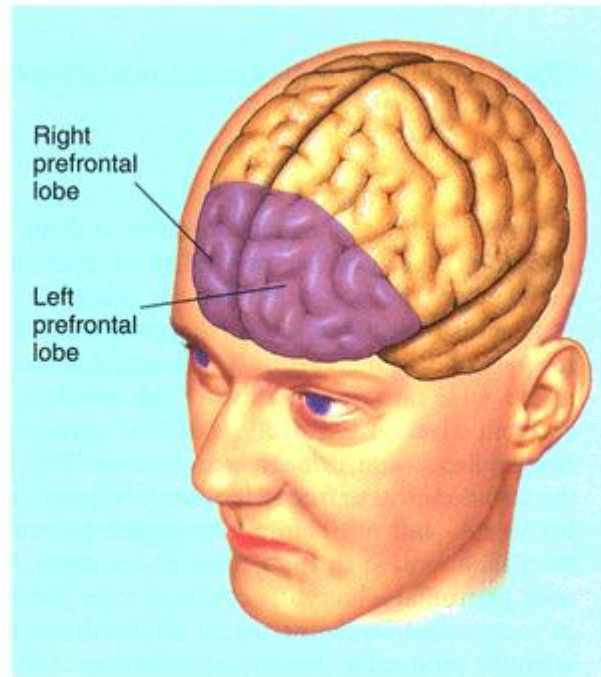


Depression to Happiness



Rational Thought

► Prefrontal Lobes

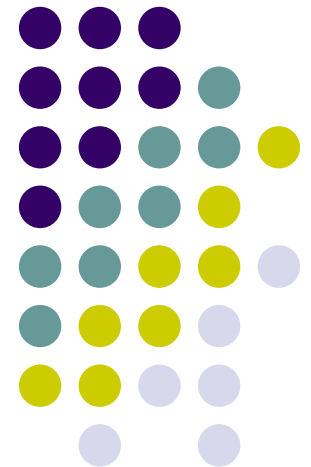




Three Levels of Communication

- Content
- Emotion
- Power

Reducing Employee Turnover



Financial Cost to Replace an Employee

- 1/3 of a New Employees Salary
 - Why this is beneficial to your business

Your Goal is not to have Zero Turnover



- Some employee turnover is healthy and necessary
 - prevents your business from becoming stagnant
 - new employees bring energy and ideas.



How to Hire Enthusiastic and Helpful Employees

- Get information from a subversive pre-screener
- Chair Test
- Have employees find their calling



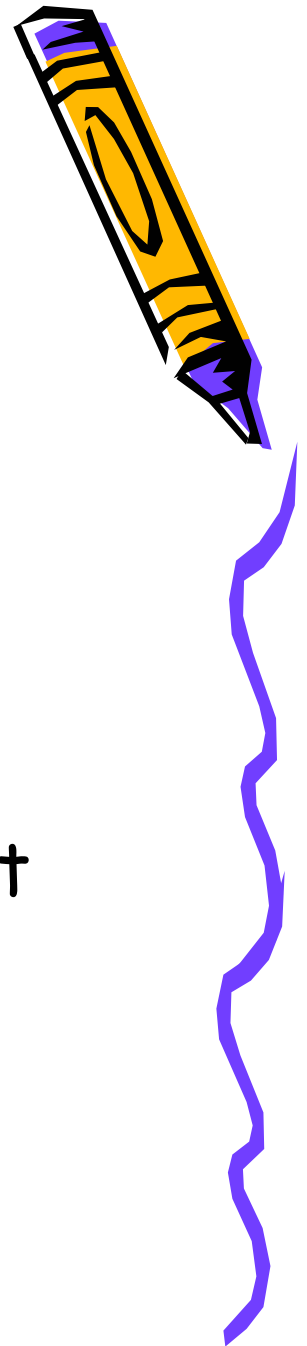
Pre-Interview Questionnaire

- How do I feel when I have a peak experience?
- If I had all the money in the world how would I use my talents to serve humanity?

Promote Flow in your Employees

- ▶ We find fulfillment in activities that develop a skill, challenge us and provide ongoing feedback
 - What do dogs and employees have in common

Respect Employees Opinions



- Invite Employees to Participate in the Interview Process with New Hires
 - Shows that you respect their opinion
 - They can't blame you if they don't get along with the new hire



1st Day on the Job

- Send employee welcome card
- Glad you joined the team
- Include what impressed you about them during the interview

Show Appreciation



- Use the employee in your next print ad
- Ask company president to write a personal note to employees who make a remarkable contribution

Reward



- *Perfect Attendance*
- *Contributions to a Safe Workplace*
- *Initiate a rehire bonus for seasonal employees who were superstars*



How to Recognize a Poor Performer

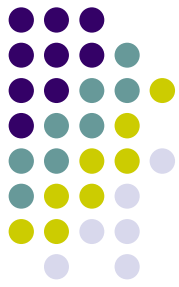
- Praise even the smallest improvement

Top Satisfaction Factors in Productive Workplaces

- Having a best friend at work
- Rank and title are more important than pay in determining self respect
- 1/3 of workforce said a flexible schedule was the most important factor of job satisfaction



Creative Incentives



- Hire a crew to mow an employees lawn 1/week for a month
- Hire a personal chef for dinner
- Limo service
 - Drive an employee to work

Recognition

- Work/Life Conflicts
 - The next time an employee goes the extra mile spending extra time at work
 - Thank the family by sending a basket of food
 - Makes you part of the family

- Help Resolve a difficult situation
 - ┌ If their child is failing math
 - Give them lessons with a tutor

Businesses that Retain Employees

- Bank of America
 - Ask new employees how they want to be rewarded
- Scooter Store
 - Celebrations Director
 - Throw confetti and fill balloons
 - Show up at employees desk for high fives



Multiply your Thank you

- Print up coupons for a free snack
- In honor of _____ on back of coupon

Tell story of accomplishments

Hand out to employees

Give Some Perfect Scores in an Annual Review

- Lowering scores keeps achievement down
- Changes their perception of themselves
- Changes their perception of their employer

Respect Staff

If you were the employer what would you change?

- this is the most important thing employees want a new boss to ask

Find and Label Success in Every Employee

- Students labeled successful vs. low potential
 - Changing tennis players reaction time
 - good shot
 - bad shot
-

Minimize the Criticize

- If an employee is thinking, “what am I doing wrong now?”
 - How are they going to think creatively
 - How are they going to be in a good mood?



Correct Ratio of compliments to criticism

- 5:1
- Criticize them once and you have to compliment them five times

Constructive Compliments

- Don't say, "you're a genius"
- Say, "Everyone listened intently to your report. The statistics you gave drove home the point"
- You showed so much compassion by helping Mrs. Johnson get back to her room



Feedback Should Be

- Specific about what you are recognizing
- Timely
 - The more you wait the smaller the impact
 - Don't forget the power of intermittent reinforcement
 - Monopoly Game

Discover Employees Passions

- ▶ Why Resumes are Written Upside Down
- ▶ Take advantage of hidden talents
- ▶ Nurture Employees passions

Finding Employees Strengths

- ❑ Every employee is a potential alpha employee
 - ❑ 30 seconds to improving employees knowledge
-

Why paychecks do not Motivate Employees



- *Hint:*
 - *What do million dollar athletes have in common with your employees?*
- *Law of Diminishing Returns*
 - *New house*
 - *New car*
 - *Raise*



Rank of importance to Employees

- Feeling Appreciated
- Being in the Loop
- Being productive and growing
 - Leads to job security

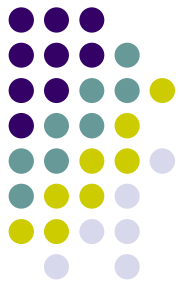
- Money

Team Spirit

- Don't choose the accomplished dictator to be a team leader
- Reward for team success
 - Reduce the number of seniors falling



The Pitfalls of Giving Advice



- How advice sometimes weakens the recipient

Mind Reading





Let's get Along with Others

- Why are co-workers different
 - Animal kingdom
- 60/40 Rule

Dolphin Training

- Group Dynamics
- Let everyone taste success
 - Teachers teach differently to students they perceive as slow



Converting Mistakes into Opportunities to Shine

Reward and Recognize Employees

- What are some of your favorite hobbies and interests
- Favorite Retail Store
- What type of rewards are more meaningful for you

Reward and Recognition cont.

- What small rewards excite you
 - What larger rewards excite you
 - If you had a day off what would you do?
-
- Outside of tangible rewards how do you like to be recognized

Bonus Material

- If time permits

Reduce Employee Turnover While Improving your Employees Creativity

- **Stimulated employees do
not leave**



Parallel Thinking



- Facts
- Positive Thinking
- Creative Thinking
- Negative Thinking
- Emotional Thinking
- Overview

Lateral Thinking

Reversal

- Jokes
- Credit Card Companies and Creativity
- Insurance Companies
- Ketchup Bottles
- Preventing Crime

Lateral Thinking Juxtaposition

- Stop Highway Drivers from Going the Wrong Way
- Making Money on Post Office Stamps
- How does this technique work in Assisted Living?
 - Monopoly Game
 - Senior Center in Germany's Solution to Seniors Wandering Off on Public Bus



Motivation

- How to Enjoy your Job and your Home
 - Find your passions/Employees Strengths
 - Changing Behavior in the Workplace & Home
 - - Getting staff and family to pick up paper off the floor
 - - Answering the phone with enthusiasm
 - -10 dime compliments
 - - Dolphin training

Who wants to be a Millionaire?

- Emotional vs. Rational Investing
- Doubling a penny to \$1 million
- History of the Stock Market
- Rule of 72

Relationships

- Increased healing power
- Decrease in interleukin 6
- Improved wound healing



Humor

- Improved immune system
 - Increased immunoglobulin A
- Memory enhancement
 - Decreased cortisol
- Turn frustration into humorous dramatizations
- The power behind a smile



Review

- Stress Reduction Techniques
- Controlling Appetite
- Taking Care of Employees
- Hiring for Character
- Healing Power of Relationships
- The Benefits of Laughter

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