

Strategies to Promote Collaboration and a Positive Work Environment

- Filter critical comments and remarks.
- Minimize negative words (e.g., “can’t,” “no,” “never,” “should”).
- Don’t use sentences like “You are wrong/incompetent...” especially in front of other co-workers.
- Remind yourself that most of us are doing the best we can.
- Acknowledge people’s best intentions.
- Note and comment on people’s accomplishments/strengths.
- Be a supportive co-worker, supervisor, manager, or leader. Increase phrases like:
 - “I appreciate your effort.”
 - “Thank you for your hard work.”
 - “I like your eagerness.”
 - “I see you put a lot of time working on this.”
 - “You look like you could use some help.”
 - “I imagine this project has been difficult for you.”
 - “I know we can figure this out.”

Source: ACS-NYU, Children’s Trauma Institute, 2011.