



## PUTTING POSITIVE PSYCHOLOGY TO WORK FOR YOUR ORGANIZATION

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*The doctor's diagnosis is IN: Good communication is contagious!*

Susanne Gaddis, PhD, CSP, and CEO of The Communications Doctor recognizes there is an epidemic of unhealthy interactions in today's society. The good news is – she shares prescriptions – easy and engaging tips and techniques that help foster a climate for positive, diplomatic and motivational communications. As a communications professor, Certified Professional Speaker (CSP), author and member of the National Speaker's Association, Susanne Gaddis, PhD, has taught the art of successful communication since 1989. A recognized interpersonal communications expert, Susanne has appeared on nationally syndicated radio, TV and video programming and has authored articles appearing in: *The Journal of Training and Development*, *The Whole American Nurse*, *Shape Magazine*, *The Handbook of Public Relations*, *Corporate Meeting Planner*, and on *Entrepreneur.com*. Current clients, benefiting from Susanne's action-focused, solution-oriented tips, and techniques include NASA Johnson Space Center, The American Nurses Association, Oracle, SAS, Blue Cross & Blue Shield, and Bayer Corporation. For additional information on Dr. Gaddis or to subscribe to receive her FREE newsletter, call 919-933-3237, e-mail: [gaddis@communicationsdoctor.com](mailto:gaddis@communicationsdoctor.com) or visit: [www.CommunicationsDoctor.com](http://www.CommunicationsDoctor.com), Twitter: @TheCommDoctor Facebook: CommunicationsDoctor

# “Keepers”



Jeepers, Creepers, Where'd you get those “Keepers”

Handwriting practice lines with ten sets of three horizontal lines each, each set preceded by a small circle containing a vertical line.



# Are You an Optimist or Pessimist?

Our attitudes toward changes in our life may be related to some extent to our general degree of optimism or pessimism. To assess yourself on this dimension, fill out the scale below. Indicate the extent to which you agree or disagree with each of the statements below.

0 = strongly disagree      1 = disagree      2 = neutral      3 = agree      4 = strongly agree

\_\_\_\_\_ 1. When things are uncertain, I typically expect the best.

\_\_\_\_\_ 2. If something can go wrong for me, it usually will.

\_\_\_\_\_ 3. I always look on the bright side of things.

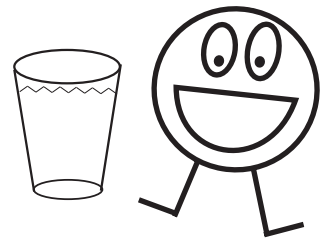
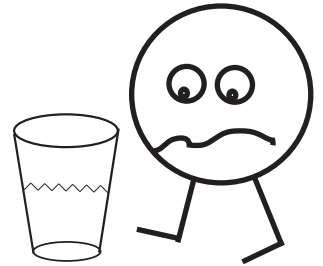
\_\_\_\_\_ 4. I'm always optimistic about the future.

\_\_\_\_\_ 5. I usually don't expect things to go my way.

\_\_\_\_\_ 6. Things don't work out the way I want.

\_\_\_\_\_ 7. I believe that every cloud has a silver lining.

\_\_\_\_\_ 8. I don't count on good things happening to me.



For items 2, 5, 6, 8, you need to reverse your scores as follows: 4 to 0, 3 to 1, 1 to 3 and 0 to 4. Now add up your scores for the eight items. Average scores are about 21. If you score 24 or higher, you can consider yourself an optimist. If you score 16 or lower, you are probably a pessimist. A score in between these two indicates that you have no strong tendency toward either optimism or pessimism. If you tend toward pessimism, you might consider trying to develop a more optimistic outlook. Of course, you should not take the results of this scale too seriously since it is only designed to provide an informal assessment. To more precisely determine a person's personality would require detailed testing by a trained specialist.

Note: This scale was adapted from one developed by Scheier, M. E., & Carver, C. S. (1985). Optimism, coping, and health. *Health Psychology*, (4), 219-247.

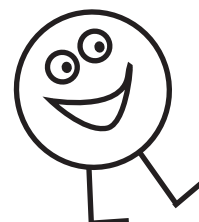
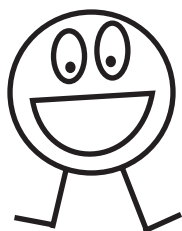


## Guiding Principles of Positive Psychology

Principle #1: You have to discover, claim and own your strengths.

Principle #2: Build on your strengths and manage your weaknesses.

Principle #3: Optimism and happiness are learned behaviors.



# VIA Classification of Character Strengths



Take the VIA test at: [WWW.AUTHENTICHAPPINESS.COM](http://WWW.AUTHENTICHAPPINESS.COM)

These are the 24 strengths that are measured by the VIA Signature Strengths Survey and talked about in the book *Authentic Happiness* by Martin Seligman. A complete listing and discussion of these strengths can be found in Christopher Peterson and Marty Seligman's book, *Character Strengths and Virtues*, published by Oxford Press (2004).

The names and descriptions of the strengths are those currently in use by the Values in Action Institute and differ slightly from the ones used in the book and in the feedback provided on this site. The strengths are grouped by the virtues that they support.

## WISDOM AND KNOWLEDGE:

Cognitive strengths that entail the acquisition and use of knowledge

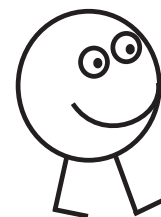
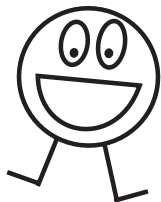
**Creativity:** Thinking of novel and productive ways to do things; includes artistic achievement but is not limited to it

**Curiosity:** Taking an interest in all of ongoing experience; finding all subjects and topics fascinating; exploring and discovering

**Open-mindedness:** Thinking things through and examining them from all sides; not jumping to conclusions; being able to change one's mind in light of evidence; weighing all evidence fairly

**Love of Learning:** Mastering new skills, topics, and bodies of knowledge, whether on one's own or formally. Obviously related to the strength of curiosity but goes beyond it to describe the tendency to add systematically to what one knows

**Perspective:** Being able to provide wise counsel to others; having ways of looking at the world that make sense to the self and to other people



## **COURAGE:**

Emotional strengths that involve the exercise of will to accomplish goals in the face of opposition, external or internal

**Bravery:** Not shrinking from threat, challenge, difficulty, or pain; speaking up for what is right even if there is opposition; acting on convictions even if unpopular; includes physical bravery but is not limited to it

**Industry/Perseverance:** Finishing what one starts; persisting in a course of action in spite of obstacles; "getting it out the door"; taking pleasure in completing tasks

**Authenticity:** Speaking the truth but more broadly presenting oneself in a genuine way; being without pretense; taking responsibility for one's feelings and actions

**Zest:** Approaching life with excitement and energy; not doing things halfway or halfheartedly; living life as an adventure; feeling alive and activated

## **LOVE:**

Interpersonal strengths that involve "tending" and "befriending" others (Taylor et al., 2000)

**Intimacy:** Valuing close relations with others, in particular those in which sharing and caring are reciprocated; being close to people

**Kindness:** Doing favors and good deeds for others; helping them; taking care of them

**Social Intelligence:** Being aware of the motives and feelings of other people and the self; knowing what to do to fit in to different social situations; knowing what makes other people tick

## **JUSTICE:**

Civic strengths that underlie healthy community life

**Citizenship/Teamwork:** Working well as member of a group or team; being loyal to the group; doing one's share

**Fairness:** Treating all people the same according to notions of fairness and justice; not letting personal feelings bias decisions about others; giving everyone a fair chance

**Leadership:** Encouraging a group of which one is a member to get things done and at the same time good relations within the group; organizing group activities and seeing that they happen

## **TEMPERANCE:**

Strengths that protect against excess

**Forgiveness/Mercy:** Forgiving those who have done wrong; giving people a second chance; not being vengeful

**Modesty/Humility:** Letting one's accomplishments speak for themselves; not seeking the spotlight; not regarding one's self as more special than one is

**Prudence:** Being careful about one's choices; not taking undue risks; not saying or doing things that might later be regretted

**Self-control/Self-regulation:** Regulating what one feels and does; being disciplined; controlling one's appetites and emotions

## **TRANSCENDENCE:**

Strengths that forge connections to the larger universe and provide meaning

**Awe/Appreciation of Beauty and Excellence:** Noticing and appreciating beauty, excellence, and/or skilled performance in all domains of life, from nature to art to mathematics to science to everyday experience

**Gratitude:** Being aware of and thankful for the good things that happen; taking time to express thanks

**Hope:** Expecting the best in the future and working to achieve it; believing that a good future is something that can be brought about

**Playfulness:** Liking to laugh and tease; bringing smiles to other people; seeing the light side; making (not necessarily telling) jokes

**Spirituality:** Having coherent beliefs about the higher purpose and meaning of the universe; knowing where one fits within the larger scheme; having beliefs about the meaning of life that shape conduct and provide comfort