



POSITIVE PSYCHOLOGY AT WORK

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Positive Psychology at Work



Flourishing

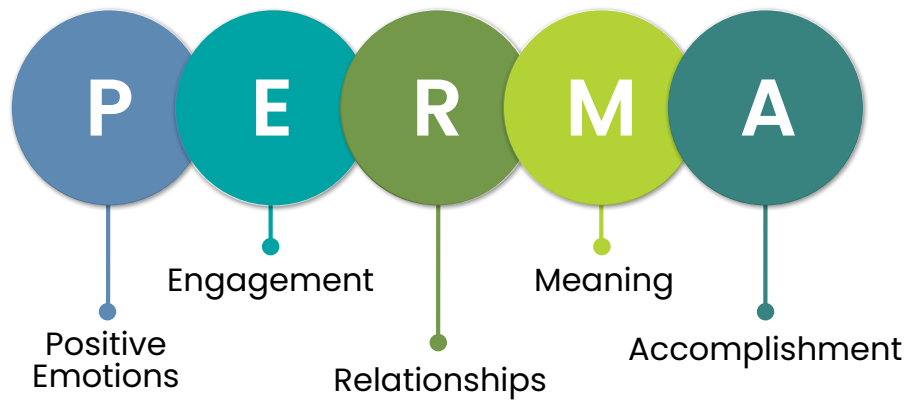
A state characterized by an overall sense of wellbeing, ambition, purpose, motivation and fulfillment in life.

Languishing

A state characterized by a sense of monotony, emptiness, disinterest, apathy, minimal goal seeking and demotivation.



The PERMA Model of Well-Being



Source: Seligman, 2012

NOTES

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Relationships & Well-Being in the Research



- Longevity
- Physical & mental health
- Professional success
- Healthy habits
- Rates of subjective happiness



- Rate of mortality
- Rate of disease
- Psychological distress

Defining High Quality Connections

“The dynamic, living tissue that exists between two people at work when there is some interaction involving mutual awareness.”

- Stephens, Heaphy & Dutton

Features of High Quality Connections

	Feature	Examples
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2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>

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Activity: High Quality Connections Audit

1. Think about your relationships at work. Consider how you feel during interactions and how you feel when you walk away from them.
2. Using the space below, record the initials of all the people with whom you consistently have high quality connections (e.g. you walk away from interactions feeling cared for, understood, supported, and positive.)
3. Reflect on your list.
 - a. Are there more people than you expected? Fewer?
 - b. What does your list tell you about the kinds of people with whom you find it easiest to build high quality connections?
 - c. What does your list tell you about the situations in which you find it easiest to build high quality connections?

Activity adapted from: Dutton, 2019

Initials of Colleagues

Reflections

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Benefits of High Quality Connections

Individual



- Job resources
- Job satisfaction
- Future-oriented positivity
- Cognitive performance
- Recovery & adaptation
- Attachment



- Loneliness
- Stress

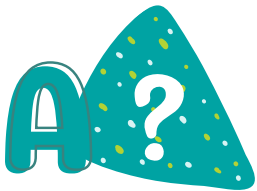
Organizational

- Learning
- Interpersonal trust
- Cooperation, collaboration
- Detection of errors
- Staff retention

NACHO Model of Building Connection



Non-Verbal Communication



Ask



Compliment



Humour



Offer Help

Model adapted from: Workplace Strategies for Mental Health, 2020

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Activity: Improving the HQC Audit with NACHO



What is one NACHO action you could take to build high quality connections with people on your team?

With people outside your team?

With patients / clients / residents?

Activity adapted from: Dutton, 2019

Extra resources:

- Podcast Episode - [Can You Build High Quality Connections?](#) Making Positive Psychology Work
- [Positive Links](#) from the Centre for Positive Organizations
- [Relationship management for emotional intelligence](#) from Workplace Strategies for Mental Health

NOTES

Mental Wellness Supports for Health Care Workers



Your Health Space is part of Ontario Health's Mental Wellness Supports for Health Care Workers suite of services. This system includes clinical and peer support services that are free and confidential:

Help is available

If you are a health care worker whose mental wellness has been impacted due to COVID-19, you can quickly access support, including:

- Resources you can access on your own to help you manage your mental wellness and maintain your well-being
- Professional peer group supports:
 - ECHO Coping with COVID
 - ECHO Care of the Elderly for LTC: COVID-19
- Confidential support by phone or online, working with a mental health professional you can access by self-referral through:
 - Centre for Addictions and Mental Health
 - Ontario Shores Centre for Mental Health Sciences
 - St. Joseph's Healthcare
 - The Royal Ottawa Mental Health Centre (includes intake and support in French)
 - Waypoint Centre for Mental Health Care
 - Ontario Psychological Association

Support is available to anyone who works in a health care setting regardless of role.

Now is the time to take care of yourself.

For fast access to free and confidential support, visit:

ontario.ca/healthcareworkersupport

