

# Facilitator CHIPS

Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Issue 11

**May 2000**

*Facilitation Services Available:*

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Performance Excellence Criteria
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Conflict Mediation
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](mailto:Butch.Brant@oro.org) (865) 576-4087  
or

[Donna Riggs](mailto:Donna.Riggs@oro.org) (865) 576-0063

Visit the [Facilitator Program Web Page](#)

## ***Positivity - Abundant Living & Working by Choosing a Positive Approach***

### ***Part II: Curing the Negaholic Virus\****

In part 1 of the positivity series (April 2000, issue 10), we examined methods for preventing the Negaholic virus. If the negativity bug has already bitten you or your organization, don't panic yet, there is a cure. Dr. Cherie Carter-Scott has developed an antidote for the common virus called "Negaholic-itis." In her 25 years as a teacher and author specializing in personal growth and overcoming negativity, she has helped many individuals and groups overcome negative attitudes and self-defeating behaviors. In her book, *Negaholics No More*, Dr. Carter-Scott provides a 7 step recovery program to get even hard core Negaholics on the road to recovery. (A generous daily dose is recommended.) The 7 steps are:

**1. Become aware of what you're doing** ~ Look at yourself objectively. This is not an easy thing to do since our own behaviors tend to become habitual and automatic over time. Seek objective feedback from someone trusted such as a coworker, family member or friend.

**2. Acknowledge what you do and what you want to change** ~ Be honest to yourself. Admit that there is room for improvement, identify what needs to change and set goals for yourself.

**3. Choose to change** ~ This is the most empowering step. It springs you forward from ideas into action and puts you in control of moving along the road to recovery.

**4. Create a plan that builds a bridge between the present and your desired future** ~ Map out your trip and how you'll change from the person or organization you are to the person or organization you want to be. Be realistic and reasonable – "Think of it as a series of short trips that will eventually lead you to a far-away yet reachable destination."

**5. Commit to the plan** ~ Find a way to meet each goal and complete each short trip. "View each challenge and obstacle as an opportunity to prove your commitment...Just make the necessary adjustments and keep on driving toward your goals."

**6. Follow up and follow through on your plan** ~ Set up "checkpoints" along the journey to gauge how you're progressing toward your goal. "You may be pleasantly surprised at how much progress you've actually made."

**7. Set up external accountability** ~ Remember to carpool with someone trusted. The journey is a lot more pleasant when you have someone to share it with. Don't be afraid to admit your setbacks and celebrate progress. "Failure is only bad when you give up...this quest for continuous improvement means that you reject complacency. As things change, reassess your goals, priorities, and strategies. Be proud of what you are doing and where you are going."

\* Reference: *Negaholics No More!* By Dr. Cherie Carter-Scott, National Press Publications, 1999.

In our next issue: *Baldrige Basics: Performance Excellence*