

## Working in schools can be stressful!

These articles are intended to help the great people who work in schools.

## **Key points**

The language we use has a significant impact on the school culture

You are not alone are four of the most powerful words in the world

Everyone wants to be recognised and appreciated

Understanding how others see you is the building up of wisdom

"Children are the world's most valuable resource and its best hope for the future." John F Kennedy

## **Use Encouraging Language**

November is undoubtedly a busy month in schools. End of year events and accumulated fatigue can lead to short fuses and an even shorter supply of patience. This can lead to short, sharp responses that damage relationships.

Making a concerted effort to use encouraging language can make a significant difference to the school climate. Encouragement builds wellbeing. It expects the best for the other person. The language of encouragement is open to all. It is easy to learn. You can start right away.

**Give a compliment -** You "look, are, give, make \_\_ " fill-in your own word to give a sincere compliment to those you work with everyday.

**Praise an action -** Praise you earn is powerful, crammed full of positive reinforcement. Tell the person what you admired in their action and why.

*I believe in you -* I have faith in you to be the person best able to deal with this situation, crisis, incident or challenge.

*I know you can do it* - Spur your students or colleagues on to positive action. Your support might just be the boost they need now. Show them a way through a problem, issue or setback.

**Your ideas would be appreciated!** - Seeking ideas and opinions from others is a way of tapping in to the common wisdom that exists. It values the other's contribution.

**Just say thanks!** - Honest appreciation is a key to positive personal relations. Everyone wants to be recognised and appreciated. Hand written letters are exceptional.

**Your work matters; you're needed here -** Tell people what they mean to you and your school. Nurture other people's self-esteem and confirm their self-worth.

*I'll go with you - You are not alone* are four of the most powerful words in the world. Be there for a colleague, friend or student in their time of need.

**How can I help?** - This question properly put can gently draw out the underlying needs of a person.

*It's rough!* - Showing empathy with a person who has just had a confronting experience can help them talk about the experience. Your understanding can help the reflection, re-grouping and recovery necessary for emotional well-being.

*I'd like to partner with you on that -* Teaming up with another member of staff to move a project or task forward is an expression of confidence in another. It can boost energy and create momentum.

Make your encouragement heartfelt. Its positive vibe is long lasting. Focusing on using encouraging language helps us to finish strong!

Steve Francis MScM, BEd, DipT, CSP

Steve Francis is an expert in work-life satisfaction and is the author of three books, 'Time Management For Teachers', 'A Gr8 Life...Live it now!' and 'First Semester Can Make or Break You!'. He was a Principal for 20 years. Steve lives in Brisbane with his wife and two school aged children.

