

“GETTING ALONG WITH YOUR CO-WORKERS”

Attitude can make or break the work environment. Here are some tips on improving your outlook at work and relationships with coworkers:

- Keep it professional. Aim to maintain the principle of getting the job done, and disregard personal feelings that interfere with these objectives.
- Control your anger rather than letting it control you. Don't say anything that you'll regret later. Give yourself time to cool off and assess a frustrating situation first. Choose words that will communicate feeling without alienating the person.
- React to verbal attacks with composure. When you meet with hostility, respond calmly while looking the person in the eye. If he or she refuses to calm down, suggest that you set a time to get together and talk, and then walk away.
- Give up the right to be right. When you insist on being right all of the time, you set yourself up for continual conflict and lose the chance of a successful resolution.
- Focus on solutions, not mistakes. When someone makes a mistake, direct your energy toward what can be done to fix it. What can everyone learn from the error? Be graceful with other people's imperfections since you will make your own mistakes, too.
- Rid yourself of grudges and complaints. Although things aren't fair sometimes, stewing in resentment won't get you anywhere. Accept these situations as part of life. If you are passed over for a promotion, for example, ask your boss what you can do to improve your performance.
- Adapt yourself. Recognize how your coworkers react rationally in a given situation, and adjust your behavior accordingly. If you know that your coworker becomes irritable up against a deadline, for example, give him some space.

Remember, you will rarely ever exceed your own expectations of yourself, so it is important that you visualize yourself achieving success.