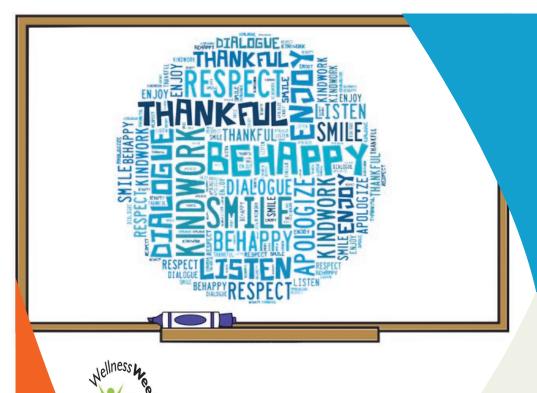


MAKE
KINDNESS
CONTAGIOUS!

A DOZEN
RECOMMENDATIONS
ABOUT KINDNESS
AT WORK







Pan American Health

**Organization** 

PAHO/SDE

MAKE
KINDNESS
CONTAGIOUS!

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## **REMEMBER: KINDNESS IS...CONTAGIOUS!**

- 1. Start your work day with a SMILE and a "GOOD MORNING!" Everyone appreciates it and is cheered by your morning kindness.
- 2. ENJOY each moment of your work day. WORK should give you satisfaction, motivation and happiness; to achieve these, you should always have a POSITIVE attitude.
- 3. When you want something, always use the magic words PLEASE and THANK YOU. You'll get more smiles and positive reactions in response.
- 4. We all have the right to DIFFERENT OPINIONS. So LISTEN with attention, LOOK your coworkers in the eyes, and answer POLITELY and with ASSURANCE, even when you don't agree.
- 5. Do an ACT OF KINDNESS every day, even if no one asks for it. You'll see: the magic of your kindness will be contagious.
- 6. When you don't agree with something STOP, take a DEEP BREATH, and THINK before ANSWERING. It will help you keep control of your emotions.

- 7. Don't be afraid to APOLOGIZE. We all make mistakes! Acknowledging them makes us humble and whole-hearted.
- 8. **DIALOGUE** is the best way to communicate effectively and transparently. Don't pay attention to gossip; they only disturb your peace and the work environment.
- 9. ACKNOWLEDGE the qualifications and work of others by PRAISING your colleague's achievements; they will also learn to acknowledge yours, making a more pleasant work environment.
- 10. **COLLABORATE** with your coworkers; remember you can also need some help!
- 11. Avoid JUDGING your colleagues; only they know their inner troubles. Show them RESPECT, and if you can, HELP them as much as they will allow.
- 12. At the end of the day be **THANKFUL** for the work you have and say **GOOD-BYE** with a **SMILE** to your fellow workers. You'll feel happier and more satisfied when you get home.

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