

Hook 'Em On Happiness!

Lecture Outline: Creating a Happy Environment for Employees and Residents in an Apartment Community Using *Fish! Principles*

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Mission Statement: (SLIDE 2)

To foster a vibrant and welcoming apartment community by empowering employees to embrace positivity, creativity, and presence in their work, while creating meaningful connections with residents. By embodying the principles of Choose Your Attitude, Play, Make Their Day, and Be Present, we aim to cultivate an environment where everyone feels valued, engaged, and inspired to thrive as we make our ways to the Summit working as a team!

Start with ice breaker (SLIDE 3)

What do you do to start your day off on a positive note?

Ice breaker exercise:

*Whole class stands in a circle. We will have a large fish to toss around. When the fish is tossed to you, tell the class **what helps you start your day on a positive note**. Toss fish around until everyone has had a turn.*

Examples: meditation, cup of coffee, yoga, workout, talk w/ friends, crossword puzzle.

I. Introduction (5 minutes) (SLIDE 4)

● **Welcome & Objectives**

Have you ever had a job where the environment was negative? How did that impact your productivity? How did you feel at work each day?

- Unmotivated, not productive, not looking forward to going to work.
- Discuss the importance of a positive environment for employees and residents.
 - Include facts/statistics about happy workplaces
 - 82% say feeling happy and engaged is key to productivity
 - 95% say emotional wellness impacts productivity
 - 93% say physical well-being impacts productivity
 - 93% say productivity is impacted by how engaged they find the work tasks
 - **(SLIDE 5)** question: How can you tell when you are in a positive work environment?
 - You have long term employees

- You have a good vibe
 - You enjoy going to work everyday
 - There are open lines of communication
 - Goals are team-oriented instead of individual-oriented
 - **(SLIDE 6)** Include a funny clip from “Undercover Boss- Star Wars” to set a light tone (May Need to Shorten Clip to 2-3 Minutes) – <https://www.youtube.com/watch?v=FaOSCASqLsE>
 - **(SLIDE 7)** Introduce the *Fish!* philosophy as a proven framework.
 - Link to Fish philosophy “Success Stories”
 - **Overview of the Four Principles (SLIDE 8)**
 - Briefly outline the principles: Choose Your Attitude, Play, Make Their Day, and Be Present. (Slide 5)
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II. Principle 1: Choose Your Attitude (10 minutes)

- **Explanation:** What does “choose your attitude” mean to you? **(Slide 9)**
 - Attitude is a choice; it sets the tone for the day.
 - A positive mindset *will* influence coworkers and residents and affect their attitudes as well.
- **Application in an Apartment Community:** How can we apply the “choose your attitude” philosophy to our day-to-day duties and interactions? **(Slide 10)**
 - Employees:
 - Approach work with a mindset of problem-solving and positivity.
 - Lead by example for your teams. It starts and ends with YOU
 - You can also change someone’s day if you see they have a bad attitude/aren’t having the best day.
 - Empower staff members to be able to make certain decisions
 - Residents: **(SLIDE 11)**
 - Create a welcoming atmosphere by engaging with empathy and respect.
 - You can’t control how a resident acts towards you, but you can control how you react. Make sure to maintain a balanced and positive approach.
 - You can also change the attitude of a resident by being there for them with empathy and a solution to their problem.
- **Activity/Exercise: (SLIDE 12)**
 - Have participants discuss how they currently approach challenges and brainstorm ways to reframe these with a positive attitude. (We will provide scenarios listed below and attached word doc)
 - 2 people per group (person sitting next to you)
 - Call on groups to see what examples were used.

Common Challenges among **staff**:

- 2 employees not getting along
- Mother nature strikes (ex: lots of snow, storm damage, etc) and staff is exhausted, and feeling unappreciated by residents
- Balance of work load during peak season without getting burnt out (ie: heavier workload, lots of turns, lots of traffic, more of everything)
- Having trouble communicating or misunderstanding each other

Common Challenges among residents:

- Resident angry you towed car after multiple notices
- Resident lost a loved one
- Resident complains about noise
- Long term resident needs to pay rent late due to unforeseen situation (ie hospital stay, death in family, needed to make car repairs, etc)
- Renewal Increase is large

III. Principle 2: Play (10 minutes) (SLIDE 13)

- **Explanation:** What does “play” mean to you?
- **Application in an Apartment Community:** How can we apply the “play” philosophy to our day-to-day duties and interactions?
 - **Employees: (SLIDE 14)**
 - Celebrate small wins/life events
 - Organize fun team-building events
 - Add humor to routine tasks.
 - Luncheons, bowling, golf simulator/mini golf
 - Whole staff walking property together, whole staff walking apartment together, putting new furniture together
 - Confetti poppers at random times, other funny examples
 - Make staff TikToks, take team pictures
 - **Residents: (SLIDE 15)**
 - Host engaging community events like themed parties, movie nights, or fitness challenges.
 - Engage with residents through social media.
 - What do you host in your community to incorporate fun with your residents? (Include pictures of events!)
 - Paint-n-sip, Fall Festival (block parties), Slip-n-Slide Kickball, Cornhole Tournament, Casino Night

IV. Principle 3: Make Their Day (10 minutes) (SLIDE 16)

- **Explanation:** What does it mean to you to “make someone’s day”?
 - Simple gestures of kindness can make someone’s day and foster goodwill.
 - Going out of your way to make someone feel special or appreciated.
- **Application in an Apartment Community:** How can we apply the “make their day” philosophy to our day-to-day duties and interactions? What are some things that your team does that makes the day?
 - **Employees: (SLIDE 17)** Recognize and praise coworker contributions, surprise team members with small rewards, or share uplifting stories.
 - Office Staff
 - Work anniversaries
 - Taking on a less-desirable task
 - Recognize when someone is falling behind and offer to help them
 - Thank you cards
 - Surprise treats (coffee, donuts, snacks)
 - Maintenance team
 - Recognition and positive feedback
 - Lunch
 - Small miscellaneous tasks like switching a resident’s light bulb if technician is slammed with other tasks
 - **Residents: (SLIDE 18)**
 - Offer personalized service (e.g., remembering names)
 - Leave “welcome home” notes, or address concerns promptly.
 - Remembering birthdays, baby gifts, new job celebrations, “Thinking of You” Gift boxes (keep multiple on-hand),
 - Include slide of images giving gifts, happy residents,

V. Principle 4: Be Present (10 minutes) (SLIDE 19)

- **Explanation:** What does it mean to be present?
 - Focus on the moment, giving undivided attention to coworkers and residents.
 - Don’t listen to respond, listen to understand needs and concerns.
- **Application in an Apartment Community:** How can we apply the “be present” philosophy to our day-to-day duties and interactions?
 - **Employees: (SLIDE 20)** Listen actively to each other during meetings or while problem-solving.
 - Office staff
 - Meet regularly to check in, ask what they need from you

- It is easier to work together if there is a mutual level of understanding regarding each other's personalities, personal lives, interests, etc.
- How do you feel when the person you're speaking to is not present?
- How do you feel when the person you're speaking to *is* present?
- Maintenance
 - Meet regularly, be present in your team's lives (not just work life)
 - Understand when a team member feels like there's a lot going on, and see what can be done to allocate resources to help alleviate the workload.
 - How do you feel when the person you're speaking to is not present?
 - How do you feel when the person you're speaking to *is* present?
- **Residents: (SLIDE 21)**
 - Address concerns fully during interactions without distractions. Give them your undivided attention.
 - Don't immediately go to "It's policy" as your response to something you may not be able to do. Listen, understand their needs, empathize with them, and do what you can to assist.
 - Listening whenever a resident has something to say (even when it is not related to their apartment or the community)
 - Having empathy when a resident brings issues that may not be resolved to their liking due to community policies etc.
- **Activity/Exercise: (SLIDE 22)**
 - Activity to practice active listening and presence in conversations with coworkers and residents.
 - Split into pairs, someone different than the last partner you had: partners are facing opposite directions – one person is describing a picture for the other person to draw (they cannot see the picture, 1 picture for the entire exercise). Everybody shows at the end
 - 4 Things to Draw that must be described without saying exactly what it is
 - Cup of coffee
 - Seahorse
 - Snowman
 - Sushi

Class will vote on the best drawings for each category. Themed Prizes will be given

VI. Integration and Customization (10 minutes) (SLIDE 23)

- **Group Discussion:** (slide)

- How do Fish! Philosophies incorporate into Michelson's philosophies of summit and engaging leasing?
 - People want to live and work at places they enjoy. Creating that environment promotes staff longevity and resident retention, and people can truly feel that atmosphere.
 - Teams with a common goal and communicate on how to achieve it will more likely succeed!
 - **Create an Action Plan:** Group Discussion
 - How will you implement what we have learned with your staff and at your community? What challenges might arise, and how can we overcome them?
 - Choose your attitude
 - Play
 - Make their day
 - Be present
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VII. Closing and Q&A (5 minutes) (SLIDE 24)

- **Recap of Principles:**
 - Summarize the importance of Choose Your Attitude, Play, Make Their Day, and Be Present.
- **Final Takeaway:**
 - A positive environment begins with intentional actions. By adopting the *Fish!* principles, employees and residents alike can thrive.

Open the Floor for Questions/Final Comments (SLIDE 25)

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