

Smile like it matters: Lessons from the science of thriving

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**GROWING THE
GOOD:
HOW WE FEEL**

ACTION: ADJUST YOUR SCANNER

- ▶ CULTIVATE GRATITUDE
 - ▶ “3 Good Things”



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ACTION: ADJUST YOUR SCANNER

- ▶ SAVOR THE GOOD



ACTION: ADJUST YOUR SCANNER

- ▶ INFUSE ENJOYABLE
ACTIVITIES INTO DAILY
WORK

ACTION: ADJUST YOUR SCANNER

- ▶ "SANDWICH" YOUR EXPERIENCES





**GROWING THE
GOOD:
WHAT WE SAY**



ACTION: BE INTENTIONAL WITH WORDS

- ▶ Prime for success
 - ▶ What am I looking forward to today?
 - ▶ Tomorrow?
 - ▶ This week?
 - ▶ Month?
 - ▶ Year?





ACTION:
BE INTENTIONAL
WITH WORDS

- ▶ Catch what's **RIGHT** and acknowledge it
 - ▶ Use words that represent what you value



ACTION:
**BE INTENTIONAL
WITH WORDS**

- ▶ Focus on creating an *experience*
 - ▶ How will your life / the lives of others be better?
 - ▶ Capitalize on *contrast* with positive language

I AM BLIND

IT IS SPRINGTIME AND
I AM BLIND



ACTION: BE INTENTIONAL WITH WORDS

- Change
“No...but” to
“YES...AND”





**GROWING THE
GOOD:
WHAT WE DO**



ACTION: POSITIVE EXPRESSION

Start the Domino Effect

- ▶ Be strategic with expressions and actions



ACTION: POSITIVE EXPRESSION

Start the Domino
Effect

- ▶ Match actions with
values



FINAL QUESTION...

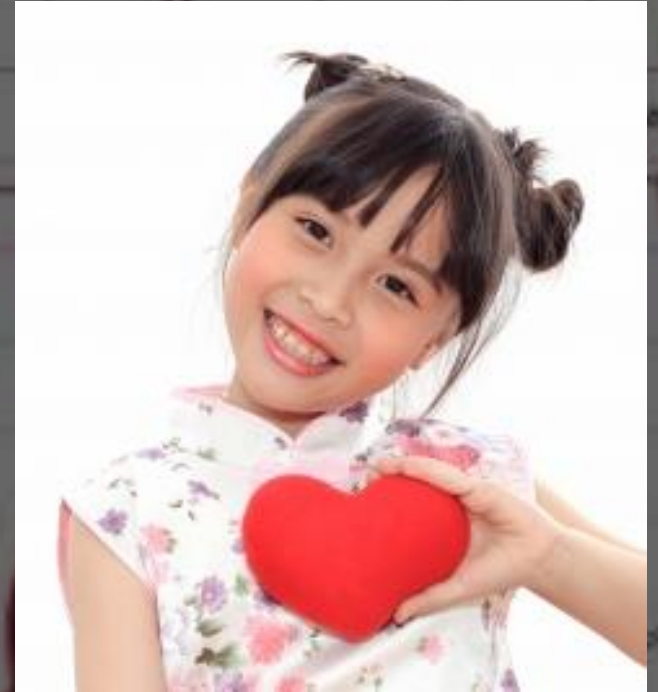
*Forget about your
current job title.*

***What would
[others] call your
job title if they
described it by
the **impact** you
have on their
lives?***

- Chip Conley, Joie de Vivre Hotels



- ▶ Smile like it matters...
- ▶ ...because **IT DOES.**



GROWING THE GOOD

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▶ How we feel

▶ **Adjust your scanner**

- ▶ Foster Gratitude via “3 Good Things”
- ▶ Savor the good
- ▶ Infuse enjoyable activities into daily work
- ▶ “Sandwich” daily experiences (Positive + Difficult + Positive)

▶ What we say

▶ **Prime yourself and others for success**

- ▶ What am I looking forward to?
- ▶ Catch what’s right and acknowledge it
- ▶ Use language that reflects what you value

▶ What we do

▶ **Start the Domino Effect**

- ▶ Be strategic with facial expression and body language
 - ▶ Smile like it matters...because it DOES
- ▶ Match action with values
 - ▶ “What would [others] call your job title if they described it by the impact you have on their lives?” (Chip Conley)



THANK YOU!

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