

**MAKE  
KINDNESS  
CONTAGIOUS!**

**A DOZEN  
RECOMMENDATIONS  
ABOUT KINDNESS  
AT WORK**



PAHO/SDE



**Pan American  
Health  
Organization**



**World Health  
Organization**  
REGIONAL OFFICE FOR THE  
**Americas**

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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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